

# Safety through Competence

Success story



windream  
MANAGING DOCUMENTS

# Safety through Competence - or...

...why the Austrian tire retailers Wanggo are  
not losing their grip

With 100 employees at five business locations, the Wanggo tire retailing company offers its customers „Safety through Competence“. Wanggo represents a typical middle medium-sized, but most importantly fast-growing company which has been able to firmly establish itself in the Austrian market

for tire retailing and enjoys an excellent reputation. At their headquarters in Linz and further Austrian branches in Eferding, Ennsdorf, Pasching and Linz-Katzbach, Wanggo provides everything drivers need for an optimal tire equipment.



## Losing Grip

However, as far as the management of invoices, delivery notes and assembly orders were concerned, the company almost lost its grip – even the best tires could not prevent that. This was mainly due to the fact that until 2010, Wanggo employees still had to sort and manually file all business relevant documents in the form of hard copies. Retrieving specific receipts thus frequently turned into the infamous search for a needle in a haystack. These kinds of problems can quickly cause a fast-growing company to skid to the limits of

its capacity, for increasing administrative effort also requires increasingly more time. However, thanks to the support of the Austrian windream partner insideAx, at the same time a close cooperative partner of the windream distributor Pronobis in Vienna, Wanggo succeeded in getting the internal execution of company-specific business processes back under control. Thanks to windream, Wanggo could avoid losing their grip and have been back on a safe track in their own administration since fall 2010.

## Efficient Administration

At the Linz headquarters, Birgit Atzgerstorfer as Wanggo's authorized representative and head of accounting is responsible for everything ranging from the accounting and management of jobs and delivery notes to the management of incoming and outgoing bills. In this context, she does not only want to control the trading of tires, wheel rims and attachments as ef-

fectively as possible, but also to guarantee an adequate assembly of the provided products according to the specific customers' requirements at any time and manage the corresponding receipts efficiently. At the beginning of the ECM project, she and all other persons concerned therefore defined their specific expectations towards the new system.

## Key Facts

- ✓ Seamless integration into the ERP system Microsoft Dynamics AX
- ✓ Compliant archiving of receipts
- ✓ Reduction of paper weight
- ✓ Efficient digitalization of receipts
- ✓ Speeding up business processes

## Pro ECM - the expectations

Sales documents such as outgoing delivery notes and assembly orders must be archived securely and compliantly – not only according to Austrian archiving periods – and accessible at any time. This also concerns customer-specific delivery or job confirmations and annotations made in handwriting on assembly orders by mechanics, which are relevant for an effective quality management. Furthermore, incoming delivery notes are required for auditing purposes and must therefore be archived compliantly.

For managing and controlling company-specific business processes, Wanggo use the ERP system Microsoft Dynamics AX. But even the most effective ERP tool has its limits when extensive and steadily increasing document stocks must be archived compliantly and if any receipt must always be retrievable. The ever growing piles of papers – at present about 50,000 outgoing delivery notes, 20,000 assembly orders and just as many incoming delivery notes, tendency still rising – finally led Wanggo to the realization that soon nothing would go without an additional ECM system providing a digitalization of receipts.

**Therefore, the fulfillment of three important functions was primarily demanded of the new ECM system:**

1. An efficient interface for digitalizing all business-specific hard copy documents including the tools required for the digital capturing of receipts;
2. Seamless integration into the already existing ERP system Microsoft Dynamics AX, and
3. Compliant archiving of receipts according to obligatory archiving periods.





## Enter windream

After an extensive online research and discussions with external IT consulting firms, among them windream partner insideAx, the persons in charge at Wanggo quickly realized that among the systems included in the preselection, the ECM system windream was the only one that could be integrated into Dynamics AX as seamlessly as they desired. „Also, the system is very convenient to handle and offers excellent possibilities for document management“, explains Stefan Deschka, Master of Engineering, director of the Wanggo group and one of the major persons in charge of the decision. He adds: „Our employees can open all archived receipts directly from the

ERP application without requiring direct contact with the ECM system.“

Stefan Deschka is especially impressed with the seamless integration of the windream ECM system into both Dynamics AX and the Windows operating system, guaranteeing a convenient handling of the windream ECM software. Combined with the ERP system, the result is an „ECM-ERP complete package“ with windream working almost entirely in the background, from which Wanggo employees can access receipts saved in windream directly via the ERP interface.



### Background: The Austrian windream partner insideAx GmbH

The Wanggo ECM project was realized by the Austrian windream partner insideAx. The Linz-based insideAx GmbH are a close cooperative partner of the Austrian windream distributor Pronobis GmbH, Vienna. insideAx define themselves as a solution partner for business solutions with special focus on ERP and ECM. The company specializes in the implementation of the products Microsoft Dynamics AX and windream. insideAx possess long time experience in planning and executing complex IT projects. The company serves more than a hundred customers from various branches, ranging from small offices to large-scale enterprises. The core competences of insideAx GmbH contain the sections of process analysis and process consultation, software evaluation, realization of ERP processes and implementation of Document Management systems, as well as the processing and evaluation of company-specific data of every kind.

## „Dreamlike Ease“: Optimizing Business Processes

Since October 1st, 2010 windream has been used at Wanggo in the purchasing, sales and management departments. Here, employees can now edit and manage outgoing and incoming delivery notes and assembly orders with windream – according to the following, efficient pattern:

Incoming delivery notes are assigned barcode tags and then booked into the ERP application Microsoft Dynamics AX, using the barcode number. The capturing of receipts is carried out per hand scanner on the basis of the associated barcode with its corresponding number. This way, captured receipts can be identified at any later point without loss of time.

Hard copy documents are collected in the single company branches, sent to the Linz headquarters and scanned there. For an

effective digitalization of receipts Wanggo use highly specialized software tools by the windream distributor Pronobis. These tools, among them the so-called ScanExtender and the JobExtender, offer e.g. automatic batch scanning and indexing of documents and a forwarding of these documents to the windream ECM system in the same work process. Outgoing receipts are assigned barcodes in the ERP system, signed and then scanned including possible annotations in handwriting.

Once these processes are completed, the system automatically archives all captured documents in windream. The extensive research options allow users to view any desired document on screen, directly from the ERP application.



## Already Planned: Further Extensions

In the future, Wanggo want to further extend the areas of use for the ECM system windream. Among other things, the company's branch „Wanggo Gummitechnik GmbH“ (Wanggo Rubber Technologies) shall be outfitted with windream. Further scenarios, e.g. an extension of the use of ECM to affiliate offices and assembly firms are being considered. Other central concerns include the archiving of incoming invoices and the integration of a windream solution for e-mail archiving. „In spite of some employees' initial skepticism towards abolishing the good old hard copy archives, windream has triggered positive reactions in our team like no other organizational change before“, a satisfied Stefan Deschka summarizes. „The insideAX team, too, proved to be very competent and flexible during the system's implementation. As customers, we really were served according to our own individual needs.“

Wanggo's motto „Safety through Competence“ not only applies to the reliability and solidity of their tires, but – since 2010 at the latest – also to their internal document management. Just as Wanggo's tires guarantee safety on the road, windream guarantees a compliant long-term storage of all business-specific receipts. A typical medium-sized company like Wanggo can profit from this fact as much as their customers.




# Your contact at windream

If you are interested in more detailed information on integrations, solutions or products from the windream world, please do not hesitate to contact us.

Allow yourself to be convinced and decide in favor of windream!

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