

The paperless office in the pulp mill

Success story



windream
MANAGING DOCUMENTS

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ZPR relies on ECM

Over 130 years of experience – that is quite something! The Rosenthal pulp mill (ZPR) in Blankenstein (Saale) is one of the most modern pulp mills in Europe with a long and successful tradition. Furthermore, ZPR also

generates heat and power from renewable resources in a combined heat and power plant. As a subsidiary of Mercer International Inc., ZPR employs about 440 people, 250 of which are presently using windream.

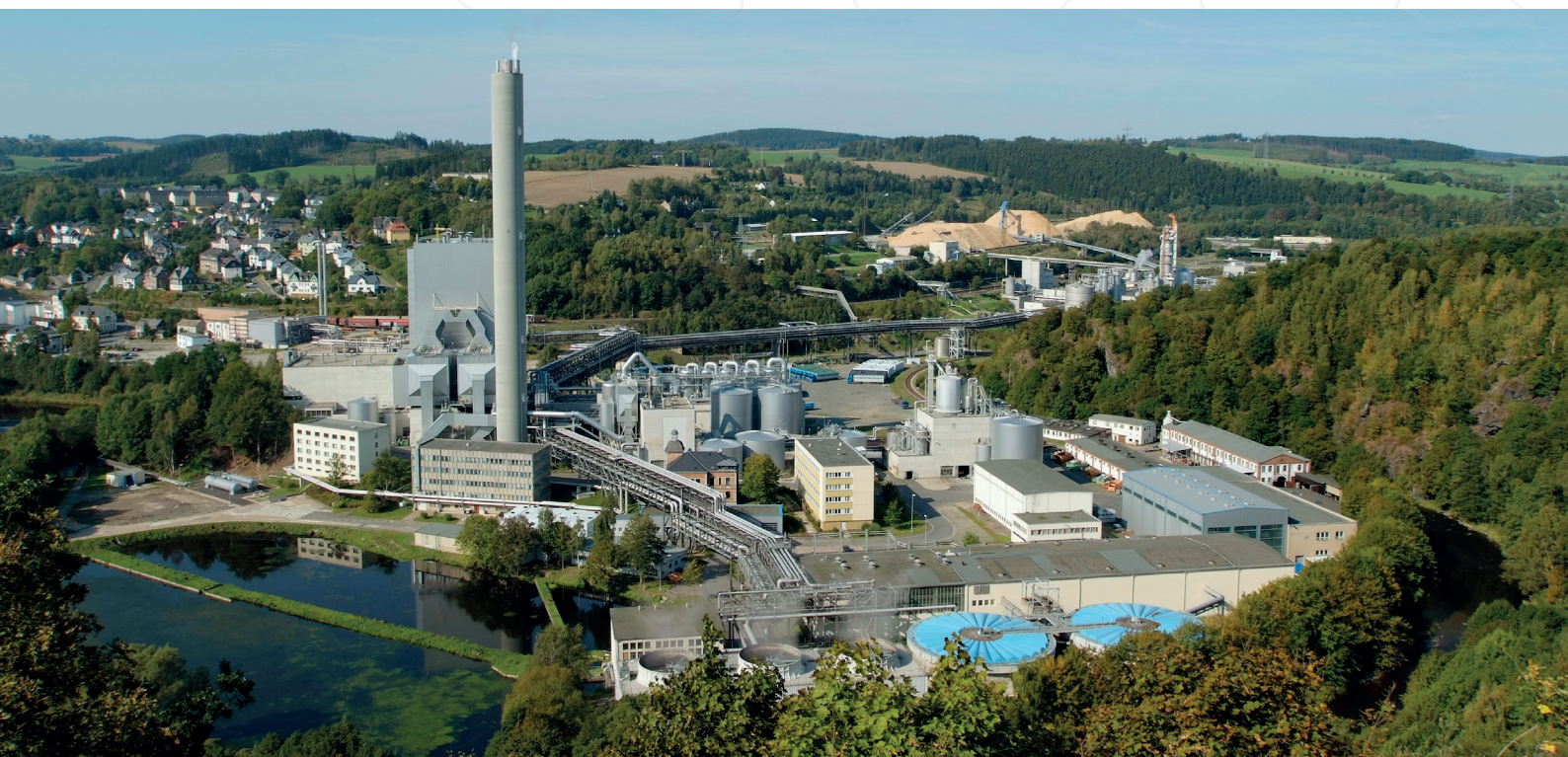


The windream project

ZPR decided to introduce an ECM system for several reasons. For one thing, compliance with legal standards had to be guaranteed, for another – as a producer of pulp for the paper industry this is almost an anachronism – the hardcopy archive had to be reduced. Furthermore, the business processes were to be optimized and digitalized and – last but not least – the convenient retrieval of archived documents was a decisive factor. Frank Reißig, head of the ZPR IT department, visited branch-specific trade shows to gather information on the available ECM systems. This was complemented by the counselling of the independent Würzburg “ Business Application Research Center“ BARC, which

regularly tests and ranks the ECM systems of the most prominent providers. One decisive reason for choosing the windream ECM system will surely have been the excellent test results that windream achieved in this ranking.

On this basis, Frank Reißig decided to invite windream GmbH to a live presentation of their ECM system. After this presentation, it was clear that windream fulfills ZPR's requirements. The low implementation costs, the attractive license model, the positive balance of costs and benefits, the high range of functions and the exceedingly high compatibility with the existing IT structures at ZPR were further important factors.



Take off for windream

Furthermore, ZPR received expert assistance from the windream partner KIEFEL from Frankenberg, Saxony. Since windream can be conveniently integrated into already existing IT infrastructures, ZPR was able to start running windream in productive use after a very short time.

The components

ZPR does not only use windream as a basic ECM component. Two further modules complement the system: the windream Exchange e-mail archiving solution and the windream BPM business process management system. Once all system requirements had been fulfilled and double-checked, the experts of the windream partner KIEFEL began with the implementation of the e-mail archiving solution. Then, a storage for the compliant archiving of documents from the ZPR departments "Employee Suggestion Scheme" and "Investment Management" with the corresponding proposals was programmed.

All other financial documents of various types are also archived, for example, invoices, delivery notes, credit notes and other documents. Most recently, at the beginning of 2014, the management of incoming invoices with the help of digital workflows in windream BPM has been implemented.

ZPR is using windream company-wide. Currently, about 200 ZPR employees are working with the windream ECM system and about 250 are using windream Exchange for archiving their digital mail.



Further expansions are being planned

ZPR is currently planning to expand the use of windream. The plans include an extension of the license volume, once this becomes necessary, and the implementation of the windream SAP interface, a software product

for the integration of the windream ECM system into SAP environments officially certified by SAP AG. ZPR is currently replacing the previously used Microsoft Dynamics NAV with SAP ERP.

Tangible business processes

The management of incoming invoices is a good example for a ZPR business process using the windream ECM system: Incoming invoices or delivery notes are first “pre-processed”, or captured, in the Microsoft Dynamics NAV ERP system. The index properties of the documents are automatically read and forwarded to windream for further processing. Then, the incoming hardcopy documents are tagged and the receipts are digitalized via scanners.

ZPR uses a special software solution named AutoClick, developed by the windream partner One Click Solutions, for adding missing indices caused by faulty scans or by incomplete index extractions. This “learning” software allows users to extract index information from fields within documents, for example invoice numbers and other data, and to use these information for later search operations in windream. The user only needs to “train” AutoClick briefly; after that, the solution will automatically recognize the desired index properties and forward them to windream.

After the indexing process, the documents

and their meta-data can be further processed in windream BPM. This allows users to link the previously captured information and receipts to concrete ZPR business processes on a digital basis. Business processes and their associated documents are combined into a unit, enabling users to simultaneously acquire all documents related to a specific business process without delay. Finally, all documents are compliantly stored to the windream archive, a central component of the windream ECM system with high performance capacities, even for large amounts of documents.

“The successful implementation of our complex management processes for incoming invoices with windream,” IT specialist Frank Reißig comments on the project, “set the groundwork for further projects in electronic document management. The time-savings during the processing of documents caused by the optimization of our business processes helped our employees to quickly accept the new system. Surely, this will give us many further impulses for future plans.”



A look back - how it used to be...

In former times – before the windream ECM system was implemented in 2011 – ZPR used the Microsoft Dynamics NAV ERP system for the fully integrated mapping of various business processes. This system is still in use, today. However, back then, all subsequent processes had to be carried out “on paper“. Incoming hardcopy documents had to be stamped, signed and assigned booking references manually and then had to be forwarded to the departments involved in the process. The original

receipts, too, had to be signed manually in the context of a “receipt circulation“. Even though the original receipts and all other documents were processed reliably and in a structured way in the single departments, several copies were often created and then had to be stored to the departmental archives. Naturally, searches for certain, already stored, hardcopy documents would then cause delays in the business processes and waste time. All this is now past.

Key Facts:

- ✓ Quick implementation of the windream ECM system
- ✓ Realization of a workflow for the digital management of incoming invoices
- ✓ Efficient e-mail archiving with windream Exchange
- ✓ Quick retrieval of archived receipts
- ✓ High user acceptance

...and what it's like today

Thomas Lörinczy, sales representative at the windream partner KIEFEL, summarizes the results of the windream project: "At the beginning, we had to focus on a precise analysis of the status quo. The planning of the processes in close cooperation with ZPR was vitally important before starting the implementation. Allowing the employees to participate in the planning and imple-

mentation of the digital workflow helped to smoothly replace the 'dearly beloved hardcopies' with the windream system. The successful implementation of the complex management processes for incoming invoices at ZPR as a workflow in windream is yielding the desired effects: significantly shortened processing times for document management processes."



About: The KIEFEL group and the windream project at ZPR

The "information systems" department of the KIEFEL group from Frankenberg, Saxony, played an important part in the successful realization of the complex windream project at ZPR. The members of the KIEFEL expert team achieved a smooth implementation of the windream exchange e-mail archiving solution in December 2011. The programming of the suggestion scheme and of the investment management was also carried out by KIEFEL in 2012. Furthermore, the windream partner implemented the digital workflow for the management of incoming invoices with windream BPM. At present, the possibilities of implementing a contract management with windream and an SAP interface are being examined.

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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