High-Tech in the logistics sector

Success story

windream
MANAGING DOCUMENTS

High-Tech in the logistics sector

The windream partner Digital Data implements a customized ECM project for the logistics provider „logit.syncreon"

The logistics branch has its own rules. Apart from the right timing, for example for just-in-time deliveries, it is especially important to always have all shipping-related documents available, completely and coherently. The IT experts of Digital Data Hoss & Schreiber GbR from Heuchelheim near Gießen are among the top professionals in this sector. Their employees do not only possess expert knowledge on logistics, but as a windream partner, they also know all about the ECM market.

Digital Data has used this intersection between the logistics branch on the one hand and Enterprise Content Management on the other for the development of own solutions and for the implementation of specific ECM projects which offer customers from the logistics sector great advantages for the smooth operation of their business processes. This case study will tell you how Digital Data successfully implemented the windream ECM system at the logistics provider logit.syncreon in Hamburg and which competitive advantages windream opens up to logit.syncreon.

A short detour into the world of logistics

In the logistics branch, the so-called "proof of delivery" is the most important document for any transport or delivery operation, since it contains all information on a delivery and serves as proof for the complete and correct finishing of a delivery job, including the specific way of transport. At logit.syncreon, the proofs of delivery also contain information on accounting and guarantees for the specific customer. The legally mandatory retention period is five years, to allow the traceability of the delivery process at later points.

Moreover, the delivery trucks often make tours of several days, visiting up to twenty customers. Once the drivers return, all proofs of delivery from all across Germany are collected at the various branch offices of logit.syncreon, scanned in batches and forwarded to the company headquarters in Hamburg. The processing and management of these documents used to require lots of time and organization, since the document batches needed to be separated manually and every single document had to be named and archived to the file system – also manually. With an ever-increasing number of documents, this also meant ever-increasing demands , which could only be managed by an ECM system with customized adjustments towards the requirements of logit.syncreon.

Decision-making

Oliver Dreeßen, who is the IT-Manager at logit.syncreon, had already done extensive research on various ECM solutions for the logistics branch. For two years, the company gathered information on possible solutions on trade shows and online, before deciding on windream in the fall of 2011.

The windream partner and IT specialist for logistics solutions Digital Data, who was also asked to implement this ambitious ECM project at logit.syncreon, was significantly involved in forming this decision. logit.syncreon also decided in favour of Digital Data and the team around executive director Marlon Schreiber since expert knowledge of the logistics branch was a vital requirement for the successful implementation of the project. Furthermore, Oliver Dreeßen's wishes included a quick execution of the project, a high degree of automation for the business processes to be carried out, and the availability of a windream interface with OCR functions for document contents in the new solution. „Thanks to windream, we have been able to reduce the effort for the retrieval of proofs of delivery to a minimum – especially since the documents can now be made available company-wide in an extremely short time. In the past, documents had to be mailed to the branch offices where they were required. Now, we can create our invoices much faster", Oliver Dreeßen explains.

Key Facts:

- ✔ Automated indexing and storage of shipping-related documents
- ✔ Implementation of an efficient interface between OCR and windream, thanks to:
- ✔ The Digital Data ToolCollection
- ✔ Quick implementation of the project
- ✔ Enormous time-savings and increased workflow efficiency

Advantages of the ToolCollection

In addition, Marlon Schreiber from Digital Data could offer his customer logit.syncreon another, very special solution: the ToolCollection for windream, an in-house development by Digital Data. The ToolCollection allows the fully automated indexing of documents within the windream ECM system, without requiring any manual adjustments. Especially in connection with an OCR technology for the reading of document contents from PDF files, this forms an ideal solution for the completely automated indexing and the storage of all shipping-related receipts and delivery notes in windream. Oliver Dreeßen says: „Thanks to the automated post-indexing of documents from our logistics system BNS Onroad via Digital Data's ToolCollection, our users can now search and retrieve their documents on the basis of indices. This triggered an exceptional acceptance of the windream ECM system from the very beginning of the project".

Ready for action almost immediately

The "training" of the OCR software and the development of an adequate form design took only two weeks. Since the fall of 2011, the windream ECM system has been running in productive use on about one-hundred computers at logit.syncreon. Next to all shipping-related tasks, windream is also used in the accounting department. A two-day training session was more than enough to make the "key users" at logit.syncreon familiar with the functions of the ECM system. Next to the already mentioned proofs of delivery, the users now also archive outgoing invoices and the so-called "delivery run sheets", which are universally used in the shipping branch, in windream. logit.syncreon is planning to use windream company-wide and in all departments in the future.

About: logit.syncreon – the company

The logistics provider logit.syncreon develops and operates supply chain solutions for customers in Germany and internationally. Since 2006, the company has been part of the syncreon International Group, a global provider of integrated logistics solutions. logit.syncreon works for market-leading companies in a variety of industries. Its customer base includes leading manufacturers in the technology sector. The solution portfolio includes services along the complete lifecycle of products such as warehousing and distribution, fulfillment, after-sales services, reverse logistics, lifecycle management and specialty transportation with its own nationwide transportation network and an international partner network. Globally, logit.syncreon has offices in Europe, Asia, Central and North America, Australia, Africa and the Middle East.

Modernized and optimized process design

The "tour batch" – the shipping receipts and delivery notes collected in batches – are still scanned in the branch offices all across Germany and then digitally forwarded to logit.syncreon's Hamburg headquarters via remote data transmission. There, the scanned document batches are then processed via OCR, the batches are separated and the documents are automatically indexed.

The optical character recognition (OCR) process is carried out on the basis of the popular and efficient technologies for automated character recognition and data conversion by Luratech. During the scanning process, the documents are converted into the PDF format and stored to windream. To convert the documents and to evaluate the document contents extracted via OCR, logit.syncreon uses the so-called „Luratech PDF Compressor". A software specifically developed by Digital Data, which serves as an interface between the Luratech PDF Compressor and windream, guarantees the correct transmission of the documents to the windream ECM system and their compliant storage with the required indices. The process can be summed up as follows:

On the basis of the results from the OCR process, the documents are auto-matically assigned some first indices via the already mentioned Digital Data ToolCollection and then forwarded to windream. Simultaneously, all further indices of the ERP system used at logit.syncreon are added. The ToolCollection makes the manual indexing of documents completely unnecessary, earning enormous time-savings as compared to the past.

Marlon Schreiber at Digital Data describes the quality of the original hardcopy documents as "rather bad" and considers this a "branch-specific" shortcoming, since matrix printers and carbon-less paper are still widely used for their creation. This makes a high recognition rate of the OCR software used at logit.syncreon all the more important, to keep the number of reading errors as low as possible. Every day, the system processes an average of 8,000 pages, or 2,500 documents. In spite of the relatively poor quality of the original documents, the recognition rate is at over 90 per cent.

However, even if documents cannot completely be read by the OCR software, they will still be stored to windream. Users can then retrieve these faulty documents via a dynamic windream search and evaluate them.

Data migration from the previous archive

Next to the archiving of new documents, the Digital Data experts also carried out a migration of data from previous years from logit.syncreon's old archive. Here, too, the ToolCollection was used. Within one weekend, about 180,000 documents were captured and automatically indexed in windream

More efficiency in shorter time

The almost completely automated indexing and storage process speeds up the workflows significantly. According to logit.syncreon and Digital Data, all relevant documents – no matter where they come from – are now available in windream within a maximum of four hours and can be used by all authorized users, company-wide. „Before the introduction of windream, two full-time employees were responsible exclusively for the manual archiving of receipts, and they were often one entire month behind the current date. These employees can now be assigned to much more productive tasks at logit.syncreon,“ concludes Marlon Schreiber at Digital Data. Oliver Dreeßen can only confirm this: „The possibilities for the automated indexing of documents and especially the short time required for the implementation of the project are amazing.“

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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