

*Manual invoice processing was very time-consuming and error-prone, especially due to a decentralized corporate structure. This process was significantly improved at this commercial vehicle specialist thanks to its DMS.*



**Thomas Hayder, IT Manager,  
EBB Truck Center - Baden-Baden, Germany,  
sees the central document pool as an absolutely  
worthwhile investment - where technological effort  
quickly translates into business benefits:**

“Around 70 employees now work with DocuWare. They embraced the program because of its real-world approach and high degree of automation achieved through digitization. After only nine months of operation, more than 18,000 documents were stored in the central archive.

One of the most important factors in our decision for DocuWare was how user-friendly it is and - from an administrator’s point of view - how easy to manage the web interface is.”



**Location:** Germany  
**Industry:** Transportation / Logistics  
(Commercial Vehicles)  
**Deployment:** On-Premises  
**Department:** Accounting

**Founded in 2004, EBB Truck Center quickly established itself as a proven specialist in the commercial vehicle sector. The company's business areas range from the sale of commercial vehicles to service, repair and specialized vehicle construction. Today, EBB Truck Center has three locations and numerous service partners.**

The company is also pursuing ambitious goals with regard to its IT infrastructure. In addition to its own programming and ADDISON software for finance and accounting, which are tailored to the specific requirements of its operations, they have been using DocuWare since 2017. The main factors for choosing DocuWare: its adaptability and scalability as well as the know-how of the DMS provider.

In a first project step, incoming invoices were completely digitized. Since twelve multifunctional devices for digitizing paper documents were already available throughout the company and the workstations of the accounting staff was equipped with large screens, additional hardware investments were not necessary. DocuWare was integrated into ADDISON and the ERP software FILAKS.PLUS, specially designed for the automotive and commercial vehicle industries. Together with colleagues from all EBB divisions

involved, workflows were then developed that map processing paths for incoming invoices for a wide variety of situations.

First of all, processes were analyzed in detail and then optimized. This resulted in highly complex workflows with up to 50 queries and branches. For example, there are workflows that set incoming invoices to a reclamation status and automatically check with the ERP system whether a suitable purchase order exists. A reminder workflow pings an incoming invoice after a specific period of time, without stopping the account assignment. Accompanied by individual training sessions for all departments involved, digital processing of incoming invoices went live in March 2018.

Due to the decentralized corporate structure with several branch offices, receipts were often on the road for days and sometimes even lost. Today, processing times have been reduced to one third, processes are secure and a lot of money is saved through early payment discounts

The next step is the complete digitization of the entire sales process. Between 600 and 700 commercial vehicles find an annual buyer at EBB Truck Center. The sales process is usually accompanied by more than 100 pages of documents and records, which were previously collected in 30 binders. The aim was not to

*"Less paper and therefore less space for file cabinets as well as loads more efficiency are among the clearest advantages of using a DMS."*

*"We were able to reduce the processing times for incoming invoices by two thirds in most cases. Five-digit cash discounts are now saved annually."*

digitize this folder after the sale has been concluded, but instead to set it up digitally from the outset as part of the sales process.

The company also sees long-term application potential for DocuWare in the mobile EBB Truck Center service teams, which support truck drivers in the event of a breakdown, and in optimizing customer communication. The EBB IT team has no doubts about mastering the associated technological challenges and particularly appreciates how DocuWare communicates with its customers on a technical level. The technical documentation and online tools such as the Knowledge Base and the FAQ area are detailed and informative. Even when in direct contact with technical support, no questions remain unanswered.

*"A return on investment (ROI) was already achieved after one year of operation."*

