

"A digital archive makes it possible to merge different business branches and manage them together. Comprehensive processes can be controlled transparently and efficiently."



**Nicole Röder, Business Administration Manager,
Gartner Towing Services, Achern/Germany,
praises the robust cloud archive**



"We've seen an enormous increase in paper documents, not only because of the steadily growing number of services we provide, but also in how they are combined; for example, towing, rental car and accident vehicle purchasing services.

The only way to handle this was to consistently digitize our administrative processes and implement a central digital document pool."



- Location:** Germany
- Industry:** Automotive Services and Retail
- Deployment:** DocuWare Cloud
- Department:** Accounting, Controlling, Customer Service, Administration

Breakdown assistance and towing service, repairs, rental car service as well as the purchase and sale of accident vehicles - all of this belongs to the extensive business model of Gartner Towing Services.

A focus on customer service and the use of the most modern technologies available are all part of the rapidly growing company's recipe for success. With its GPS-controlled emergency vehicles and an EDP-supported operations center, they serve a large region between Baden-Baden and Offenburg. In 2015, the company decided in favor of DocuWare Cloud because its own server capacities were limited and the towing service had no in-house IT administrator.

In a central document pool, not only scanned paper documents, but also digital documents from the company's leading IT applications (such as those from their ERP system Werkstatt, an industry-specific towing software, and the ADAC partner portal) were to be transferred and stored in a well-organized manner. The aim was to use a uniform search term, for example the license plate number, to display all documents relating to the services provided in the various business sectors at the touch of a button.

"Our paper volume was enormous. The copies of ADAC (German automotive association/AAA) orders alone filled several binders every month."

Simple integration into IT system

After a detailed test phase, they rolled out into areas of order processing began at the beginning of 2016. In a first step, workshop orders and invoices, orders for goods, returns as well as delivery notes and credit notes were alternatively transferred from the ERP system Centro or - in the case of paper documents - digitized into the document pool and stored in previously defined directory structures. In a further project step, all documents relating to services provided as part of the ADAC partnership, i.e. towing and breakdown service receipts as well as rental car contracts, were digitized.

The DMS implementation was completed approximately six months later with the integration of all relevant accounting documents such as incoming and outgoing invoices, cash receipts, account statements or gas tank receipts from road patrol drivers. Although more and more suppliers are switching to electronic invoicing by email, around 80 percent of incoming invoices are still paper-based and have to be scanned.

Transparency guaranteed

Today, administrative processes controlled by digital workflows have become significantly more efficient. Without long search times, it is possible to see in which digital tray certain documents are

"A great help in indexing paper documents is the self-learning Intelligent Indexing Service - it really revs up digital filing."

now in, which employees are working with them, and in which processing status they are. Among the seven Gartner employees who regularly work with DocuWare, the digital archive is also highly appreciated due to its intuitive user interface. They are relieved of trivial search and filing tasks and can perform their core tasks much more efficiently than before.

Training on the job

The accounting department benefits in other ways from the central document pool. Whereas in the past tax-related documents had to be transported to their tax firm at the end of each month, the firm can now access the documents they need at any time. An advantage that not only facilitates everyone's work, but also helps them remain compliant in supplying the necessary data to the tax authority for regular audits.

Even though they decided to put off the digitization of old documents, their document pool grew in the course of only one year to approximately 25,000 documents. Further administrative areas are to be digitalized successively and administered

with the DMS. In the mid-term, they plan on enhancing their human resources system by digitizing all personnel files, employment contracts, wage settlements and other documents. Creating a digital contract file cabinet, in which all written agreements with partners and suppliers are stored, is also on the to-do list for the long term.

„The self-learning Intelligent Indexing Service is a great help when indexing paper documents and accelerates the digital filing process.“

"Processing times for verifying and authorizing invoices could be accelerated, so we were able, for example, to take advantage of early payment discounts."



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