

*As suppliers to the wood processing industry, Hilpertshauser succeeds through quality, flexibility and reliability. In their administration, a DMS has accelerated work processes and made them transparent.*



**Michel Hilpertshauser, Board Chairman,  
Hilpertshauser AG, Niederwil/Switzerland,  
appreciates all the time saved thanks to  
DocuWare Cloud:**



“DocuWare is well-structured and easy to use. Both the implementation of the cloud solution and the introduction were quite simple and straightforward.

For better documentation of our production processes, we are planning to archive photos of products and production phases in the central document pool alongside our orders.”



- Location:** Switzerland
- Industry:** Production, Manufacturing (Metal Goods)
- Deployment:** DocuWare Cloud
- Department:** Accounting, Order Processing, Inside Sales, Management

**This metal manufacturing company provides parts to the woodworking/office furniture industry, but also to manufacturers of household appliances, machines and equipment.**

The family business places a great deal of emphasis on efficient IT in their administration. In conjunction with their ERP system, SAP Business One, they have been using a cloud-based DocuWare solution since the summer of 2017.

Previously, they had stored all their important documents in paper folders – some of which were archived several times in different departments. In addition to the space needed to handle this growing flood of paper, the time needed to carefully file around 100 orders a month became more and more problematic. Their DocuWare Partner's assurance that there would be no interface problems with other software solutions in the company was one of the main arguments in favor of DocuWare Cloud, along with the low cost to get started.

#### **Simple integration into existing solutions**

In August 2017, the DMS was first introduced in the accounting department and then in order processing. All incoming documents – such as

customer orders, delivery slips and invoices from suppliers – are scanned with a multifunctional device, indexed with Intelligent Indexing and stored in a central document pool. Today, all of the company's important contracts are also available there to authorized users. DocuWare is seamlessly integrated with their ERP system, SAP Business One, and into the company's own accounting solution. All outgoing documents, such as order confirmations, delivery slips or invoices to customers as well as orders from suppliers, are automatically stored in DocuWare – simply via the print function.

The fast and uncomplicated filing of documents relieves administrative staff. For example, as soon as a customer order is archived in the central document pool, it automatically appears in the task list of the employee responsible. The employee then creates the order confirmation in SAP and checks whether it has been archived by entering the order number in DocuWare. This completes the workflow. Another workflow, for example, ensures that orders for consumables are processed quickly. In addition, simple workflows optimize other daily processes – for example, writing an order confirmation.

*“Employees can access the central archive directly from their computers without having to search around in other offices.”*

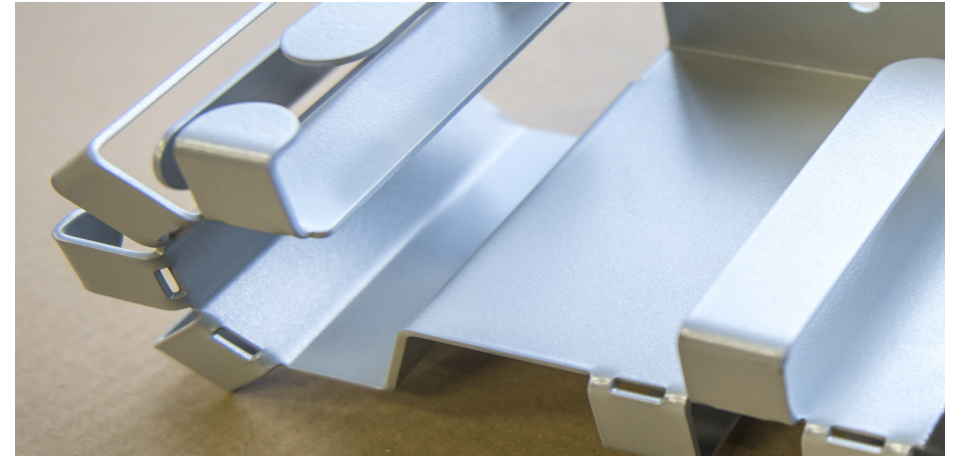
*“As a small company, having low monthly costs and no additional effort put into operation or updates were critical.”*

### Smooth cooperation

Workflows are also used to quickly determine whether an order has already been entered and in which process step a customer's order is currently. No more orders are lost, every order is processed and a confirmation is quickly sent to the customer.

In addition, the quick and easy access to all related order documents is a huge advantage of the solution. When customers reorder supplier parts at short notice, all the necessary information is now immediately available on the screen with just a few mouse clicks - from the order and confirmation to the production placement with material lists. The time-consuming search in order folders and across various desks is no longer necessary. When processing new orders, employees can quickly access old documents belonging to products with similar tasks and use them as an immediate source of information.

*"We didn't have to change our usual processes and the workflows are easy to set up without expert assistance."*



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