



>>

Managing large data volumes efficiently

Goodbye ring binders - floods of data completely under control



"Quite apart from the flexibility we were looking for, what impressed us was the way the ELO ECM system interfaced with all our business applications {...}."

Olaf Schmidt (left),
Project Manager, JUNG Bonbonfabrik

"Particularly with a view to future applications, it was important for us to find a solution that would be simple, and easy to adapt and expand."

Lewin von Witzleben (right),
IT Manager, JUNG Bonbonfabrik

The confectionery company JUNG Bonbonfabrik archives all of its business data in a central, tamper-proof environment within ELOenterprise. This ECM solution has been seamlessly integrated into the company's IT environment. Staff benefit from fast and secure availability of information and timely work processes.

With a file system holding some 170,000 legacy documents and an annual growth of over 25,000 order files with a variety of document types, plus 31,000 supplier and customer invoices, there was an obvious need to introduce an electronic document management system. JUNG grasped this idea and has successfully implemented it with its ELO business partner.

With its wide range of innovative products and Europe-wide sales channels, JUNG Bonbonfabrik GmbH & Co. KG is a market leader in promotional confectionery gifts, and a subcontractor to the pharmaceutical sector and 'own brand' retailers in food production and distribution. The company is also one of the biggest suppliers of sweets to mobile outlets.

The solution

practical added value



>>

Future-proof and sustainable

Overview

Country: Germany
Industry: Food / confectionery

The company

JUNG Bonbonfabrik GmbH & Co. KG is a European market leader in promotional confectionery. A wide and innovative range and Europe-wide sales channels cover every possible customer requirement.

The challenge

Legally compliant tamper-proof archiving of all company data. Integration of IT applications into the ECM system.

The solution

With **ELOenterprise**, all documents are available from the central archive. **ELO** has been seamlessly connected to the Addison, SFirm and GroupWise applications, as well as the JUNG ERP system. Migration from these systems to **ELO** is automated, while paper documents are scanned in manually.

The benefits

Faster access to data and improved customer service with "information on demand". Compliance with legal standards with tamper-proof archiving. Timely processing of documents.

On the sweet trail

As early as 1828, JUNG embarked on its first attempts to discover the secrets of sweet-making. Having pioneered the classic promotional sweet, the company now markets everything advertisers could wish for, from sweets to Gummi bears and chocolate specialities. The multiple award-winning drinkbaX can from JUNG is a real innovation in the advertising market.

Decision to opt for electronic document management

To take the data from years of business activity, as well as current and future documents, and store, keyword and archive it automatically in a long-life file format, JUNG Bonbonfabrik looked around for an Enterprise Content Management (ECM) system. The solution needed to meet all JUNG's requirements and was to be customised by an external partner to the company's own system needs. "Particularly with a view to future applications, it was important for us to find a solution that would be simple, and easy to adapt and expand", confirms Lewin von Witzleben, IT Manager at JUNG Bonbonfabrik.

Seamless integration into the IT environment

A crucial issue was the integration of the ECM system into the company's existing business applications. Here, interfaces needed to be provided to enable documents to be read in and archived from various sources, including Addison, SFirm and JUNG's own ERP system. After evaluating several manufacturers, JUNG finally opted for **ELOenterprise**.



"Quite apart from the flexibility we were looking for, what impressed us was the way the **ELO** ECM system interfaced with all our business applications {...}." This means that, as well as the available standard interfaces, **ELO** is also quite specifically integrated into our own in-house ERP system", explains Olaf Schmidt, Project Manager for JUNG Bonbonfabrik. Staff acceptance was absolutely vital here - after all, they were the ones who had to use the system effectively.

It pays to work together

The project started at the beginning of March 2009 with a pilot installation, which went live at the beginning of July. Right on time as per the project plan, the **ELO** business partner then achieved the first project goal in October 2009. The success of the workshops and of the project itself benefited from the involvement of the individual departments in project management decisions. Each department was interviewed individually about its needs and structures, and provided precise information on the key internal processes. On this basis, the system requirements were then incorporated into the overall concept and the system was tailored to suit.

...but individuals count too

Ahead of the project implementation, the individual employees were interviewed, both to foster acceptance even at this early stage and also to cause the minimum disruption to the ongoing processes later on. The result was a compilation of the documents with which the staff are already working or intend to work with in the future. At the same time, the authorisation matrix was set up, which has been in effect since the implementation. "Despite the diverse technical options, **ELO** is quick and easy for the user to learn. Staff can be taught the basic knowledge in a two-hour training session", Olaf Schmidt was pleased to find.

"Rapid access to information improves not only customer satisfaction but staff satisfaction too {...}."

Lewin von Witzleben (right),
IT Manager, JUNG Bonbonfabrik



>>

Seamless IT integration

Added-value and way forward

With this solution, corporate information is held centrally in the ECM archive, and in line with legal requirements. Staff now have very much faster access to relevant documents. The information is structured to make the different transactions easy to follow.

"Rapid access to information improves not only customer satisfaction but staff satisfaction too. We are only just starting to explore the possibilities of an ECM solution, and will be gradually sounding out where we can exploit further potential for optimisation. With our **ELO** business partner, we have found the right integration partner for our needs", concluded Lewin von Witzleben.

Securely archived and quickly accessible

Thanks to the seamless integration between the business applications within JUNG Bonbonfabrik and the ECM system, all business data including information from the ERP can be automatically archived in **ELO** in the correct structure. For example, staff can view documents from the accounting system directly from the **ELO** archive.

Since July, all tax-related documents entering the company have been scanned in or archived in **ELO** directly from the business application. All financial accounting documents in the company are also archived. Supplier invoices are automatically keyworded with the information from the accounting system and filed in **ELO**. The structured filing system enables the sales staff, for example, to get a quick overview of a complete transaction with all the documents from the PO and the production order to the delivery note and the invoice, and so on. Depending on their access rights, staff then have all the information in front of them, in a clear format and above all transaction-based. The biggest challenge, the tamper-proof archiving of e-mail correspondence in **ELO**, was also overcome. For this, Novell's GroupWise was linked to **ELO**. This allows staff to keyword and file the multitude of e-mails automatically and in a structured way.