

ELO Customer Reference

Police Trade Union



Reference

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Tried-and-tested in practice and future-proof

Optimal member support

With the ELO document management system Bavarian Police Trade Union (GdP) manages approx. 1 million documents and has thus reduced its file archive by over 90%. The service for members was improved substantially through on-demand information. Employees have seen their filing and researching workload reduced and can work more efficiently and effectively.

With over 15,000 members, the Bavarian Police Trade Union (GdP) is one of the biggest regional associations in Germany. Since it was founded in 1953, the union has become the mouthpiece for police employees in Bavaria. Constant improvements to working conditions, career paths, intensive representation and support work, competence and know-how in negotiations, acceptance in the community – these are the key to success. The Bavarian Police Trade Union (GdP) follows the interests of its members in negotiations and talks with elected politicians and Ministry officials and also through public demonstrations and campaigns covered by the media.



“After extensive research, discussions and tests with different system suppliers, we were won over by the ELO electronic document management system. The user-friendliness of the software tipped the balance immediately.”

Alexander Baschek,
Head of IT at GdP in Bavaria



Solution

an additional benefit



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Working fast and efficient

Overview

Country: Germany
Industry: Trade union

Company

With over 15,000 members, the Bavarian Police Trade Union (GdP) is one of the biggest regional associations in Germany. The Bavarian Police Trade Union follows the interests of its members in negotiations and talks with elected politicians and Ministry officials and also through public demonstrations and campaigns covered by the media.

Challenge

Overflowing folders – the file archive was at the end of its physical capacity. Looking for information was very time-consuming. Incoming mail needed to be digitalised and automated.

Solution

- Implementation of **ELOprofessional**
- The old documents were scanned into the **ELO** archive
- Incoming mail was digitalised
- Workflows manage further processes of machining

Benefits

- The file archive has been reduced by over 90%
- Information is available to employees at the click of a mouse
- Service has thus been improved
- Paper-free workflows allow for transparent and consistent processes

Document flow control

GdP in Bavaria represents over 15,000 members, requiring exceptional organisation skills: Queries, requests, suggestions – everything arrives in a printed paper format on the desks of the union employees and must be sorted, processed, answered or forwarded. To bring the increasing flood of documents under control, in 2001 GdP introduced an electronic document management system. Alexander Baschek, Head of IT at GdP in Bavaria explains: “After extensive research, discussions and tests with different system suppliers, we were won by the **ELO** electronic document management system. The userfriendliness of the software tipped the balance immediately.”

Personalised and rapid system customisation

At the beginning of the project, the **ELO** business-partner specialists analysed the current situation at GdP and during consultations determined the special requirements. During the implementation phase, the electronic document management program was customised to GdP’s existing software system (MS Office, Lexware bookkeeping program and especially, connection to GdP’s own membership management program). After only four days the complete software introduction was completed without any hitches.

Staff acceptance

When introducing a new system, acceptance by staff is crucial because, in the end, they will be the ones actually using the system. After the DMS was introduced, employees were accompanied by staff from the **ELO** business-partner who provided with custom training for subject area. “After only a half-day of training our employees were won over by the elegant and easy-to-use document management system”, says Alexander Baschek enthusiastically.



The user sees the usual working environment displayed 1:1 on an electronic level, as the familiar folder mechanisms - archives, filing cabinets, files and index files - have been transferred to **ELO**.

Efficiency is a clear priority

The existing documents have been scanned into the **ELO** archive and automatically keyworded. The system now manages approximately 1 million pages. All information and correspondence are now available at GdP in a digital form and are available on the network at any time. Incoming mail is scanned directly into **ELO** and stored. GdP has already benefited from the cost-saving electronic management of its paper archives. Alexander Baschek explains: "The savings are astronomical. Before, the amount of paperwork increased yearly by 20 linear metres. Today the volume of paper is limited to daily incoming mail, but it is immediately digitalised for further processing. Letters, information or messages now predominantly arrive electronically by e-mail or fax. Before, our member archive alone contained over 400 folders. Today 36 folders remain – less than ten percent."

Smooth and reliable processes

Through digitalisation, information is now available to employees in the central **ELO** archive and can thus be processed immediately. Electronic workflows manage the processing of incoming mail and ensure that the processes run smoothly. In addition, data can be exchanged between locations. Over networks, employees in branch offices have direct access to the central archive. After the documents are processed, they are archived under the legal guidelines.

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Information on demand

“The system is a tool that we no longer want to be without. That’s why we have recommended ELO to many other regional associations and to the federal trade union. The positive feedback from our members has also shown us that the changeover was absolutely the right choice.”

Alexander Baschek,
Head of IT at GdP in Bavaria

Information available in an instant

For members of GdP, service has been increased considerably by the electronic management of documents. Whilst on a telephone call, employees can access, with only a few clicks of a mouse, all the information on file about the caller and can provide assistance or relevant information. Alexander Baschek says: “This service still amazes our members. In addition, thanks to the short reaction time, we can respond quickly to current developments such as current political decisions or issues that have drawn the attention of the public and which concern us as representatives of police employees or our members.”

The right decision

With **ELO**professional, GdP can now carry out its tasks more rapidly and efficiently. The time-consuming file archiving has been eliminated and costs of large storage rooms have been saved. GdP is more than pleased with their choice of DMS, as Alexander Baschek confirms: “The system is a tool that we no longer want to be without. That’s why we have recommended **ELO** to many other regional associations and to the federal trade union. The positive feedback from our members has also shown us that the changeover was absolutely the right choice.”