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## Comprehensive ECM

### Incoming Invoice Management with ELO: From Capture through to Booking

ELO<sup>enterprise</sup> provides the entire range of ECM tasks Reclay Group requires. The corporate IT landscape is mapped on the ECM platform. Incoming invoices are directly classified and processed with the ELO DocXtractor module. Workflows are used to control the processes both transparently and reliably. The ELO Business Logic Provider ensures seamless communication between ELO and Microsoft Dynamics NAV. The solution helps the company meet legal compliance provisions and leverage their early payment discount options. Employees can access up-to-date information from any location.

Reclay Group is a strong and mature group active in the area of environmental and disposal management. Comprising several specialized companies, the group provides services for sustainable management and along the entire value-added chain of packaging waste disposal and recycling.



*“We are highly satisfied with the flexibility of the ELO<sup>enterprise</sup> solution implemented by our ELO business partner. The ELO Business Logic Provider suite is ideally suited to our needs. [...] Everything turned out precisely the way we wanted it.”*

Michael Schwehn,  
IT Director, Reclay Group

# The Solution

More Real-World Value



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## Automated Processes

### Overview

Country: Germany  
Industry: Packaging and environmental management

### The Company

Reclay Group is a strong and mature group active in the area of environmental and disposal management. Comprising several specialized companies, Reclay Group provides services for sustainable management and along the entire value-added chain of packaging waste disposal and recycling.

### The Challenge

Integration of the Microsoft Dynamics NAV ERP system and the web-based Selligent CRM. Integration of 6 clients. The auditor can directly access individual processes or documents in the ECM system from within NAV. Complete workflows are mapped across clients. Incoming invoices are processed in a highly automated manner; mapping of customer contract management.

### Solution

Replacement of the paper-based filing system with **ELOenterprise**. Seamless integration with NAV and Selligent via **ELO BLP**. Invoice classification with **ELO DocXtractor** and downstream processing using workflows. Server-based e-mail archiving.

### Benefits

Company-wide information and workflow management. Acceleration of business processes. Compliance with security provisions and meeting the demands of complex access protection and permission management.

### Solution Employed

- **ELOenterprise** (about 95 licenses)
- **ELO BLP**
- **ELO DocXtractor** (plus 5 verification workstations)
- **ELO XC**

As a full-service provider in the dynamic packaging and environmental management market, Reclay Group offers comprehensive, legally sound advice as well as smooth service as a matter of course. There are presently 130 employees working at the sites in Cologne and Herborn in Germany, as well as Vienna, Austria. The Reclay Group serves more than 400 industrial and commercial businesses, and the figure is growing. The independent, equity-financed group generated sales of approximately 120 million in the 2009 business year.

### End-to-End ECM

For a successful company such as Reclay Group, fast growth and complex workflows result in increased administrative demands. Specifically, about 160 different document types are used for each client – with a total of six clients – and a vast number of digital and paper-based documents need to be managed. On top of that, the company is required by law to archive contracts, of which there are a great many. The above situation prompted the decision to introduce an enterprise content management (ECM) system. The goal was to seamlessly integrate the entire IT into the ECM and do away with the paper- and file server-based filing system. The system was supposed to automate processes and help meet security guidelines. In other words, a fully fledged ECM solution needed to be introduced.



## Safe Investment in a Forward-looking and Flexible Solution

First the market was sounded out and all viable ECM providers were carefully scrutinized. In the end, only an **ELO business partner** offering **ELOenterprise** was able to satisfy all demands. Michael Schwehn, IT Director at Reclay Group remembers the details: “We are highly satisfied with the flexibility of the **ELOenterprise** solution implemented by our **ELO business partner**. The **ELO Business Logic Provider** suite is ideally suited to our needs. We are impressed by how perfectly **ELO** integrates with the ERP and CRM system, and the associated investment security was an important factor. Also, we can adjust the integration and processing rules without any programming skills. Everything is precisely the way we wanted it.”

After the pilot installation launched in August 2009, the ECM solution went live on 9 December 2009 – right on schedule. Initially, just 15 employees were trained to use the software, but there are now 95 people using **ELO**.

## 360-degree View of Various Processes

Reclay Group runs the web-based Selligent CRM. Selligent was bidirectionally connected with the **ELO** ECM by means of the **ELO Business Logic Provider** (BLP); this means that all documents created in Selligent are automatically transferred to **ELO** for archiving. And all information from **ELO** is displayed in Selligent: For example, users can view documents from the Microsoft Dynamics NAV ERP system or display contracts and offers.

To make this possible, the Microsoft Dynamics NAV ERP system was also integrated with **ELO** using the BLP. All documents created in NAV are automatically processed in a rule-based manner via automatic print data processing and stored in the **ELO** ECM. Reclay also uses the BLP to integrate all scan documents for business cases in NAV or Selligent, including attestations, certificates, e-mails from Outlook, or dialog documents originating from the file system and Microsoft Office.



In order to ensure a smooth project implementation that meets all requirements, the **ELO business partner** analyzed the complex document organization and specific demands. This was particularly important as Reclay Group employs a custom-made industry solution rather than a standard NAV solution, so many specific tables, individual logics, and reports had to be accounted for. The large number of NAV reports, document types, and clients made this project very challenging: "All the more impressive how easily the business concept and project plan were implemented using the **ELO Business Logic Provider**," says a highly satisfied Michael Schwehn.

Reclay Group also performs their contract management with **ELO**. **ELO** reliably archives all contracts. And thanks to versioning, the change history is transparent for every document. Here, too, the storing of contracts is fully controlled via the BLP. In addition, the entire e-mail traffic is archived in **ELO** in a server-based and compliant manner.

*"Mapping the entire incoming invoice process in ELO accelerated the invoice process cycle and significantly reduced the manual workload for checking invoices. Moreover, we meet all legal provisions and, thanks to a release inspection mechanism, have full transparency over the entire life cycle of any invoice."*

Michael Schwehn,  
IT Director Reclay Group



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## Innovative Incoming Invoice Processing Management

### Highly Automated Incoming Invoice Capture

Incoming invoices are scanned at the Cologne head office, where the **ELO DocXtractor** module (module for intelligent document processing) classifies the documents, for example, according to OPEX invoices or disposal invoices, and passes them on to the corresponding predefined workflows. This is done by comparing extracted header data with the associated values, for example, contractual data in Microsoft Dynamics NAV, and, for instance, by checking for compliance with Section 14 of the German Turnover Tax Law (legal provisions for issuing invoices). According to Michael Schwehn, invoice management has become much more efficient: "Mapping the entire incoming invoice process in **ELO** accelerated the invoice process cycle and significantly reduced the manual workload for checking invoices. Moreover, we meet all legal provisions and, thanks to a release inspection mechanism, have full transparency over the entire life cycle of any invoice."

Already, 2,500 incoming invoices are processed each month quickly and reliably thanks to **ELO**. The workflows implemented for this purpose guarantee correct decentralized processing. Also, an add-on component developed by the **ELO business partner** allows users to fully process the invoice data, allocate payments, and transfer the information to Dynamics NAV.



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## Comprehensive Information Management

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Michael Schwehn,  
IT Director Reclay Group

User acceptance of the new ECM solution is very high at Reclay Group, as confirms Michael Schwehn: “After all, our employees benefit from a reduced workload due to increased efficiency. Many workflows, such as credit note or invoice processing for suppliers, are handled fully automatically. The fast search function is also greatly appreciated as it provides rapid access to business cases across clients.”

### Further Steps

Reclay Group has started to tap into the many advantages ECM has to offer for them, and they are planning to implement many more functions to further expand the system, for instance, by integrating the HR department and non-client contract management. They are also looking to gain TÜV and auditor approval for the ECM system.