

ELO Customer Reference

Saxon State Opera in Dresden



Semperoper
Dresden



Reference

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Process throughput times reduced by 65%

“ELO is playing first violin!”

The Saxon State Opera Dresden [Sächsische Staatsoper Dresden], the Semper Opera House, has reduced the process throughput times of its contracts by 65% with ELO_{enterprise}. The ECM solution fits seamlessly into the Linux system environment of the cultural establishment and enables a fast cross-system exchange of information around the clock.

The Saxon State Opera Dresden – the Semper Opera House – is one of the leading opera houses in Germany and the world with approx. 300 performances and several hundred thousand visitors each year. Behind the imposing architecture of the Semper Opera House, art and musical culture unfold in an exceptionally beautiful way. The opera house dates back to the second half of the 16th century; since then, the cultural establishment has experienced highs and also lows due to history. A large number of important conductors, musicians, singers and dancers have left their artistic mark on the opera house, but it has also had to contend with tragic events such as the destruction of the building in the Second World War and the floods in the summer of 2002. Tradition and renewal are therefore indicative of the work of the Saxon State Opera Dresden.

“By using ELO, it was possible to reduce the throughput times for the contracts by 65%. We can no longer imagine handling the numerous day-to-day jobs without the assistance of ELO.”

Katja Pilz,
Head of Operations Management





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Seamless integration in Linux

Overview

Country: Germany
Industry: Media & culture

The company

The Saxon State Opera Dresden – the Semper Opera House – is one of the leading opera houses in Germany and the world with approx. 300 performances and several hundred thousand visitors each year.

Challenge

Processes with more than 10 stations in some cases and therefore high throughput times are to be optimised. Up-to-date versions of important files are to be available to an authorised group of people around the clock.

Solution

With **ELOenterprise**, document archiving has been automated. The invoices between the visitor service and the accounting department have been optimised and the amount of administration workload has been minimised. A powerful rights system controls access to the documents.

Benefits

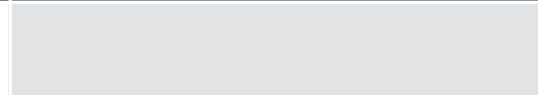
The throughput has been considerably speeded up, particularly for contracts. Audit-compliant filing in **ELO** guarantees the integrity of all the documents archived in **ELO**. Information is available to authorised users in seconds around the clock.

The Semper Opera House, is also a tourist magnet and an advertising vehicle. Guided tours, special events, merchandising, media production and the annual Semper Opera House Ball represent additional organisational work. The number of contracts with performers, copyright holders, corporate clients, suppliers etc. is constantly rising.

Paper administration vs. electronic administration

Following an initial positive contact with **ELOoffice**, the entry-level solution for electronic document management from ELO Digital Office GmbH, the Semper Opera House decided to analyse the benefits of an enterprise content management system internally. The study showed that each year up to 600 hours were taken up with internal errands and half a million sheets of paper were accumulated.

It became apparent that processes with more than 10 stages in some cases and therefore high throughput times can be optimised with the aim of providing up-to-date versions of important files to an authorised group of people around the clock. Following the results of the study, an invitation to tender was issued for the ECM project and once again **ELO** impressed those responsible at the Saxon State Opera Dresden, the Semper Opera House, this time with its high-end solution **ELOenterprise**. "We had already been impressed by the entry-level solution **ELOoffice**, especially with regard to its ease of use. The seamless integration in our Linux system environment was then the deciding factor for **ELOenterprise**," said Katja Pilz, Head of Operations Management.



Clear the stage for secure and fast processes

An ELO business partner in Dresden was commissioned to implement the ECM solution. The curtain for the start of the project went up in December 2007; by May 2008 the first project goal had been achieved on schedule.

Due to the networking of a large number of departments with one another it was important to map as many activities as possible electronically at the beginning. To this end, document archiving was largely automated with a form recognition solution. Documents such as contracts are scanned in, the relevant data is read and archived directly in ELO in the right place and in an audit-compliant manner. At the same time, once the data has been read the electronic workflow is started. The ELO workflow securely and transparently routes the process through all the departments involved to the relevant employees. As a result, it is possible to see at any time what the status of a process is and which employee it is currently with. The processes are consistent and can thus be processed much more quickly, as Katja Pilz confirms: "As a result of using ELO, it was possible to reduce the throughput times for the contracts by 65%." Amendments to contracts can also be implemented immediately and contractual dates are adhered to.

Effective rights system

A sophisticated and effective rights system ensures that sensitive information can only be read and edited by authorised users. For this purpose, Novell eDirectory has been seamlessly integrated in ELO so that the administrator can maintain the authorisation groups within his usual environment, i.e. in Novell. All changes and amendments are then automatically synchronised in ELO. Approx. 100 authorisation groups are active at present.



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High level of acceptance thanks to fast familiarisation

Thanks to the user-friendly **ELO** interface, brief training of the employees in the workplace was sufficient, so no expensive training is required here.

Additional projects being planned

For the future, there are plans to connect **ELO** to the Kulturplanner controlling software of the Saxon State Opera Dresden, the Semper Opera House. There are also plans for cross-company workflows, e.g. the integration of the State Theatre Dresden [Staatschauspiel Dresden] in the area of set and costume design. In this case the Saxon State Opera Dresden, the Semper Opera House, would act as the "service provider" for the State Theatre Dresden on a contractual basis.