



ELO streamlines business processes



“ELO has streamlined our business and filing processes, saving us significant amounts of time.”

Marcel Rehermann,
Head of IT at Peters GmbH

Located at the edge of the Teutoburg Forest is of Bad Lippspringe in North Rhine-Westphalia, with around 16,000 inhabitants. Approximately eight kilometers northeast of Paderborn, the town is known for its springs. It is also home to Konrad Peters Nachf. GmbH. The medium-sized trade contractor is a third-generation family company in the plumbing and heating industry. **ELO**professional has optimized the company’s filing and business processes, giving them digital access to their data at any time.

Peters GmbH specializes in renovating single and multi-family homes, with a focus on renewable energies, such as heat pumps, heat recovery, condensing gas systems, solar systems, ventilation systems, and photovoltaics. The company also concentrates on reconstruction, renovation, and plumbing. Whether a customer is looking to replace a faucet, repair a defective toilet tank, or renovate their bathroom to give it a custom look – Peters GmbH provides expert assistance. The company's customer service is on call around the clock, 365 days a year.



Facts

Country: Germany
Industry: Plumbing and heating

The company

Headquartered in Bad Lippspringe, Konrad Peters Nachf. GmbH is a family business with 22 employees. The medium-sized trade enterprise is active in the plumbing and heating industry.

The challenge

The physical archive (folders/papers) was overflowing. Searching for individual documents was extremely time consuming.

Solution

ELOprofessional as DMS to digitally file all incoming and outgoing documents, orders, and e-mails, as well as an electronic personnel file solution.

Benefits

- Immediate access to data, any time, any place
- Revision controlled filing
- Fast, comprehensive search functions
- Save time and space
- Improved customer service

Third-generation family-owned business

Established in 1930, today Peters GmbH is run by Markus Peters, the third generation of CEOs. And with his son Philipp already active in the company, the business is destined to remain in the family. Twenty-two highly trained employees are dedicated to the needs of their customers and operation, always ready to lend a hand.

Peter GmbH is a state-of-the-art company with a friendly work climate. There's a reason why CEO Markus Peters promises his customers: "We will make your dream bathroom a reality. A customized design with 3D planning, on time, and of course we will involve any specialist companies if necessary. Challenge us. We look forward to hearing from you."

Prevailing over mountains of paperwork

Successfully running a business entails mountains of paperwork, documents, and data: tenders, offers, orders, invoices, drawings, schedules, leave arrangements – all of which have to be filed. Of course, law requires these files to be maintained for long periods of time, with the data accessible as quickly as possible whenever needed. This is no easy task for a hardcopy archive that continues to grow.

As the physical archive at Peters GmbH began overflowing with folders and running out of space, and searching for files became more arduous and time-consuming, CEO Markus Peters decided to introduce a document management system (DMS). His objective: implementing a future-proof solution to save space and paper, archive files in line with law, and have data available fast, any place, any time.



ELOprofessional to the rescue

After sounding out the market in the area of document management software, Markus Peters opted for **ELOprofessional**. The electronic document management and filing system is the ideal choice for assisting users in their daily office work.

Considering that experts estimate that the volume of information to be processed in the office increases by 25% each year and will increase exponentially over the next few years, the CEO has made the right, future-looking decision. This enormous amount of data can only be processed with the help of sophisticated communication and information technologies in the office. However, the use of these new technologies will also increase the volume of information stored. For this reason, the efficient filing and retrieval of documents and written materials will become ever more crucial in the future.

Excellent price-performance ratio

Markus Peters based his decision to purchase **ELOprofessional** from ELO Digital Office on:

- Revision control, an important subject that will remain so in the future,
- Simple operation,
- Excellent price-performance ratio.

It only took three months to roll out the new DMS. SideStep Business Solutions, an experienced IT specialist and ELO Business Partner from the region, was responsible for project support.

Optimal software integration

In detail, SideStep Business Solutions integrated the e-mail client, industry software sykasoft (primarily for order processing), DATEV, and the complete MS Office environment into ELO over the course of the project.

Now, all incoming and outgoing invoices, customer service orders, issued or received delivery notes, e-mails, etc. are filed. Overall, eight employees at Peters GmbH actively work with **ELOprofessional** and each year, 17,000 documents are archived automatically in line with retention requirements.

Digital personnel file

A DMS solution often affords companies new possibilities beyond their planned application. Peters GmbH now also uses ELO's digital personnel file. A large variety of documents types (Word, PDF; TIF; JPG, etc.) coming from different parts of the company are assigned to employees. Since these often contain sensitive data, only authorized persons have access, guaranteeing data privacy in compliance with law.

The digital personnel file offers an automatic reminder function for limited contracts or sick days as well as workflows for vacation requests and travel expense claims, and quickly calls up data for social security and wage tax audits. Paper documents can be destroyed after scanning, as long as legal requirements are complied with. Documents of an electronic origin, e.g. e-mails, can be archived electronically.



Digital personnel file
A digital solution that caters to the large amount of managed documents.

"Thanks to the digital personnel file, we no longer have to search through files."

Marcel Rehermann,
Head of IT at Peters GmbH

USA, ELO Digital Office Corporation, 214 Lincoln Street, Suite 304, Boston, MA 02134, USA; info-usa@elo.com

Europe, ELO Digital Office GmbH, Tübinger Strasse 43, 70178 Stuttgart, Germany; info@elo.com

Asia, ELO Digital Office Indonesia, Graha Kencana Building, 2nd Floor, Raya Perjuangan 88 Kebon Jeruk, 11530 Jakarta, Indonesia; info@elo.co.id

Asia-Pacific, ELO Digital Office AU/NZ Pty Ltd, Level 7, 146 Arthur St, North Sydney NSW 2060, Australia; info@elodigital.com.au

ELO Digital Office, the ELO logo, elo.com, ELOoffice, ELOprofessional and ELOenterprise are trademarks of ELO Digital Office GmbH in Germany and/or other countries. Microsoft®, MS®, Windows®, Word® and Excel®, PowerPoint®, SharePoint®, Navision® are registered trademarks of Microsoft Corporation in the USA and/or other countries. Other company, product, or service names may be trademarks of other companies.

This publication serves only as non-binding general information and is not a substitute for a detailed, individual consultation. ELO reserves the right to change information in this publication at any time without prior notification. Technical characteristics and functions may vary, particularly from country to country. You can obtain the latest information on ELO products, contract terms and prices from the ELO companies and the ELO Business Partners, and/or from the ELO Channel Partners. The product information reflects the present status. Subject and extent of the services are exclusively defined in the respective contracts. ELO does not guarantee, warrant, or assure as specific properties that its products or other services provide compliance with specific laws or regulations. The customer is responsible for the adherence to security regulations and other standards of national and international law. We reserve the right to make changes and assume no liability for errors and misprints. Reproduction and/or distribution, in part or in whole, is only allowed with written consent from ELO Digital Office GmbH.

© Copyright ELO Digital Office GmbH 2017. 20170825 | All rights reserved.

Summary and outlook

The components required to implement **ELOprofessional** at Peters GmbH were an SQL Server 2008 R2 and MS Exchange 2010, Microsoft's standard groupware, and a unified messaging solution (central filing and management of e-mails, appointments, contacts, tasks, etc. with Microsoft Outlook as the client software). The company also uses Windows 7 and Windows 8 as the operating systems for its eight ELO clients.

"At first, it was a major change for the employees to have all the documents on a computer, meaning they didn't have to run to any physical folders," states head of IT Marcel Rehermann, continuing on: "Initially, the keywording forms were a challenge and employees had to internalize how to use the search function the right way – after all, the search functions are crucial." But the time it took for them to get used to the system was surprisingly short and now, no one would like to do without **ELOprofessional**.