

ELO customer reference

Evers Bauelemente Rothenburg/OL GmbH



Success is not a matter of luck



"Thanks to ELO, we can now manage the ever-growing abundance of paper documents."

Peter Klostermann, Managing Director,
Evers Bauelemente GmbH

Founded in 1994, Evers Bauelemente has been supplying high-quality windows made of plastic, wood, and wood/aluminum as well as plastic and wooden doors for over 20 years. EVERS is one of the leading manufacturers in its market segment and stands for innovative products, state-of-the-art production facilities, and highly motivated employees. The company decided to leave nothing to chance and implement **ELO**professional as a central information system for more transparency and less paperwork.

At the Rothenburg plant in Oberlausitz, which covers an area of about 7,000m², EVERS manufactures quality products that set industry standards using state-of-the-art machines and production facilities. Customer satisfaction is the top priority at EVERS. As such, the company supports its distributors in all aspects of technology and sales, providing them with an extensive range of brochures and samples to help them sell the right windows and doors.



The solution

Practical benefits



Facts

Country: Germany
Field: Window construction

The company

Evers Bauelemente is one of the leading manufacturers of high-quality windows and doors and stands for innovative products, state-of-the-art production facilities and highly motivated employees.

The challenge

To reduce the volume of paper documents, improve transparency, and to implement a central information system for multiple departments.

The solution

The ECM system **ELOprofessional** with central ELO server, the additional ELO module DocXtractor as well as the interface to 3E Datentechnik GmbH's industry solution 3E-LOOK/Dynamics AX.

The benefits

- Automated archiving and indexing external documents
- Automated archiving of all internal documents
- Document transparency thanks to workflows
- Significant reduction in paper documents
- Quick access to documents
- Improved customer service
- Ability to generate statistics

A fresh start in a highly competitive field

The market for windows and doors in Germany is highly competitive and highly fragmented, unlike in neighboring countries, where only a few large companies dominate the market.

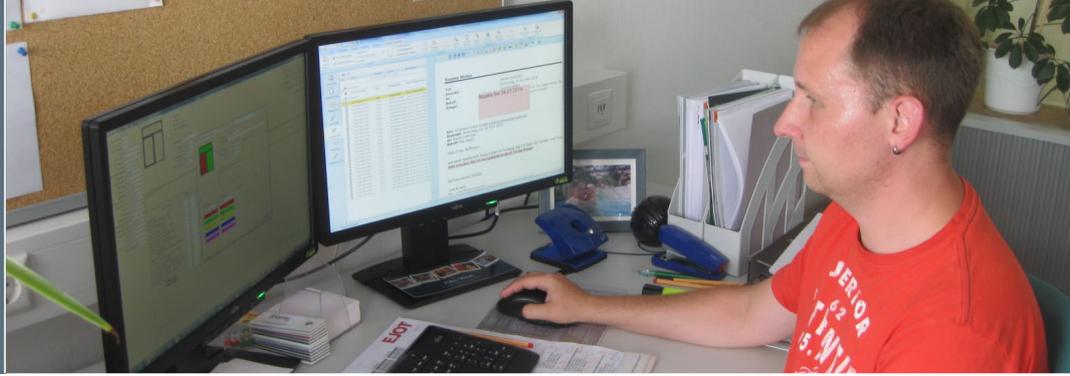
In 2003, with a headcount of 27, the company's managing directors Frank Franke (photo above, left) and Peter Klostermann (photo above, right) devised a concept to help drive more growth, which proved to be the right strategy. By 2011, the company was turning out 850 window units per day, had a capacity utilization rate of 80 percent and more than €20 million turnover annually.

Regional entrepreneur award

The company's success continued. Despite poor local conditions as well as tense competition, the company established a firm foothold in the market, expanded its production facilities in Rothenburg, optimized processes, and acquired new sales territory. The company has more than quadrupled its headcount to 120 and turnover is almost seven times higher than when restructuring began.

EVERS windows and doors are now not only mass produced, but are also equipped with state-of-the-art technology to cater to individual requirements. The product offering of course exists in many varieties and colors, and quality is a constant. In recognition of this success, Evers Bauelemente was awarded a regional prize for innovative companies in June 2014, which almost coincided with the celebrations to mark the company's 20th anniversary.

However, the secret of the company's success is not just attributable to its innovative products and modern production facilities, but above all to its dedicated workforce. The team has many years of experience in the field and provides optimal support to customers enquiring about EVERS products.



Paper slows down business processes

EVERS has a large amount of paper documents, most of which are related to orders. These documents had to be filed away in folders and then had to be retrieved time and time again if an employee needed to follow up on a complaint, for example. Not only did all this paper take up valuable space, but it also wasted time and manpower.

This is why management decided to act and introduce an enterprise content management system with three main goals:

- to implement a central information system in the sales, accounting, logistics, customer service, mail-room, and purchasing departments, including integration with the existing ERP system, to eliminate the influx of paper and increase transparency.

After looking at other solutions on the market, EVERS decided to go with **ELOprofessional**, since the standard version already met most of the requirements. ELO Business Partner 3E Datentechnik, who EVERS had been working with for years, was responsible for setting up the DMS system and integrating ELO with the 3E-LOOK/AX ERP system.

Automatic repository structure

ELO integrates seamlessly with the 3E-LOOK/AX ERP system for window manufacturers, automatically keywording and archiving all the company's order-related documents. The repository structure is automatically set up in the background, creating one file for each order that all relevant documents are then filed to.

Increased efficiency

Having a central ECM system eliminates the need for employees to search for documents manually. It also streamlines administrative processes and enables employees to complete order-related tasks and process customer enquiries faster and more efficiently.

Workflows automate processes

Paper documents used to get passed from one department to the next. Now, they are processed electronically using workflows. For example, there is a workflow that maps the order process from start to finish. The method for processing inbound invoices is also new: Invoices are now scanned and transferred to the ELO DocXtractor, which can read invoice data. The ELO DocXtractor is an adaptive tool that recognizes the invoicing party and automatically extracts information such as the invoice number, invoice data, or amounts from different layouts. The inbound invoice is transferred to the system where it is filed, and it is also possible to start a workflow.

The invoice now passes through the different departments as a digital document. Employees can also apply digital stamps to the invoice if they need to. Once the invoice has been verified in the various instances, it is filed automatically according to defined rules. The data that was previously extracted is transferred to the ERP system so that the employee in accounts can post the invoice. The invoice data no longer needs to be entered manually since all data that is relevant is already available in digital form.



Maximum transparency

ELO allows employees to see the processing status at any time.

"Digitization allows us to better manage files and reduce processing time, and data is available on demand."

Peter Klostermann, Managing Director,
Evers Bauelemente GmbH

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Summary and outlook

The project started in November 2013 and was completed in March 2014. At the end of this phase, the integration with the ERP system, the workflow for processing orders from the moment they are received until an invoice is issued, as well as automatic indexing and archiving of external documents, had been successfully implemented. In the first six months, the company had archived 80,000 documents, 20,000 of them using the ELO DocXtractor. The "Drop2ELO" module developed by 3E also made for faster filing of documents. The company has managed to significantly cut back on the amount of paper documents and improve transparency.

Customer service, one of the cornerstones of the EVERS strategy, also improved significantly and the managing directors are especially pleased that they can easily generate the order statistics. This data used to be entered manually in an Excel spreadsheet. Today, the statistics are automatically entered to the system, which also enables them to view workload and the processing status.

The feedback from the departments and the 23 key users that use ELO as their daily information system, is wholly positive. Some departments have even requested additional workflows for managing other processes, and more departments are starting to use the ECM system. The verdict is clear: The system has been a major step forward in terms of streamlining the company's processes.