

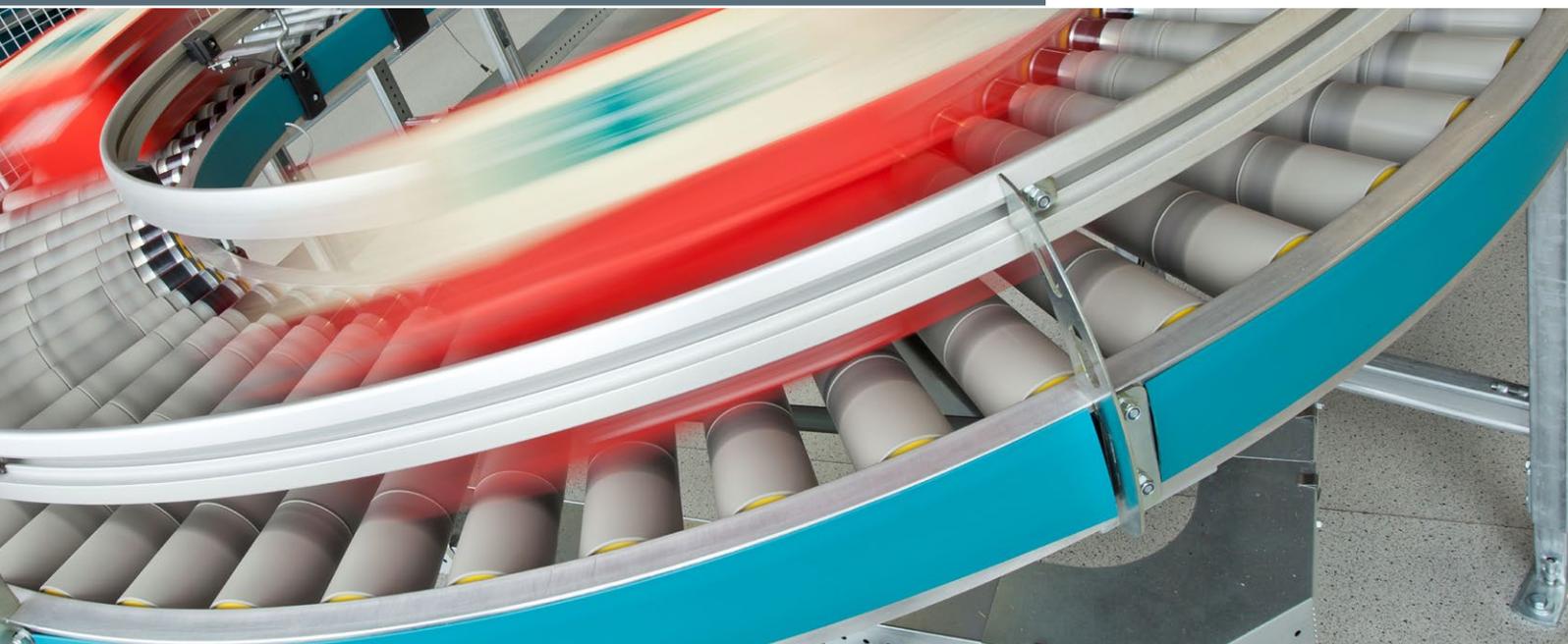
# ELO customer reference

Leopold Fiebig GmbH & Co. KG



**Fiebig**

Näher dran. Weiter vorn.



## High-tech pioneer relies on ELO



*"Our objective during the implementation of ELO was to offer our customers added value. Thanks to optimized procedures and processes for data archiving and document management, pharmacy owners now have more time for their core business and aspects that make their operations even more successful."*

Andreas Sauer,  
CEO, Leopold Fiebig

Leopold Fiebig GmbH & Co. KG is a full-service private and independent pharmaceutical wholesaler. The company has been a strong partner to pharmacies in southwest Germany for many years. Leopold Fiebig GmbH & Co. KG's use of the **ELO**enterprise ECM system from ELO Digital Office GmbH again confirms its reputation of being one of the most efficient pharmaceutical wholesalers in Germany, if not all of Europe.

Leopold Fiebig GmbH & Co. KG, a family company based in Rheinstetten, Germany, was founded back in 1898. Since then, this SME has enjoyed ongoing success on the market thanks to its strengths of professionalism, industry expertise and experience. The company's nearly 100 employees, a motivated and well-trained team with many years of experience, are the main driving force. The company is certified by the German Chamber of Commerce to offer vocational training, which is held at its own state-of-the-art training center and also provides a broad array of training to keep employees up to speed. Their way of working is characterized by expertise in the field, reliability and interacting with customers and employees in an amicable manner.



# The solution

Practical added value



## Shortcuts

Country: Germany  
Industry: Pharmaceutical wholesale

## Company

Leopold Fiebig GmbH & Co. KG is a private pharmaceutical wholesaler with a full range of products for pharmacies. Fiebig's 100 employees make 4,000 deliveries to 600 pharmacies daily.

## Challenge

Replacing the existing DMS and establishing a web portal for the customers. Elimination of paper-based filing systems. Optimization of the business processes.

## Solution

Use of **ELOenterprise** with direct access to the ERP system. The integrated Web Client implements the online customer portal.

## Benefits

- Work process optimization
- Quick access to documents
- High-performance "Fiebig customer portal"
- Rights system protects data

## High-tech pioneer with an innovative spirit

In recent years, Fiebig increased its productivity on a large scale with investments and reorganization. For example, the state-of-the-art production facilities opened in Rheinstetten, Germany, in 2006 automated over 90 percent of their processes. This makes Leopold Fiebig GmbH & Co. KG one of the most modern pharmaceutical wholesalers, with 600 pharmacies as customers and about one million packages delivered each month. Fiebig generates annual revenues of nearly 200 million euros with a full product range of around 70,000 items.

However, the document management system in use at the company could no longer keep up with this development. In 2011, the company directors decided to invest in a new DMS. The system needed to be easily implemented into the company's existing, heterogeneous system environment and offer easy upgrade options as well as being able to react flexibly to all new requirements, optimizing work processes with workflows and significantly simplifying document handling. Another important aspect was fast and simple access to documents in the repository as well as saving time and money.

## ELOenterprise meets all target requirements

At the same time, Fiebig wanted to improve data security and introduce a differentiated rights system, which had also not been possible with the old DMS. After an extensive and detailed market analysis, the company decided to go with **ELOenterprise**. The ECM suite from ELO Digital Office GmbH won over the executives with its standardized environment, security, workflows and speed.

During the search for an ELO Business Partner, the choice was made for an experienced IT service provider. This company had made a name for itself as a top-notch customer service provider and offered everything from one source (service, hardware, software). Furthermore, the ELO Business Partner also guaranteed the implementation of intermediate goals on set dates, which meant a high degree of planning security for Fiebig.



## Business processes at the focus

The project was launched in October 2011 in cooperation with the IT partner. The goal was to establish **ELOenterprise** as a new, central ECM system (replacement and migration of the existing DMS) and at the same time to create a web portal for the customers using **ELOenterprise**.

Thanks to its unique and powerful modules, the seamless integration into the existing business applications at Fiebig (such as ERP and CRM) was simple since the service-oriented architecture (SOA) primarily focuses on business processes.

All elements of the entire IT structure communicate with each other and can exchange information securely, making it easy to implement company-wide processes.

## Customer portal implemented with Web Client

The Web Client included in **ELOenterprise** was used to implement the online customer portal. The high-performance ELO user management system can be utilized to control precisely which user and which user group has access to which areas of the website. All of the website content is managed in ELO. This guarantees the privacy of customer information.

The workflow engine, which is integrated as well, also simplifies the administration of highly complex and elaborate websites and ensures that web content is not published unchecked. All common ECM functions, including workflows, user management, signatures, rights concepts, versioning, archiving, check-in and check-out can be usefully implemented in combination with the Web Client.

## A one-stop solution

Fiebig wanted to use **ELOenterprise** to file PDFs from the ERP system to the repository, import incoming invoices from receipt classification as well as allow document filing and workflows in the customer and supplier returns departments.

The web portal to be implemented with **ELOenterprise** needed to automatically create the ELO users, compare master data with the ERP system and implement server-based rights verification. This called for a one-stop solution.

## Workflows automate processes

A year later, in November 2012, the project was completed successfully. All planned objectives were fully met and today 100 workstations at Leopold Fiebig reap the benefits of the project. As early as December 2012, 1.5 million documents were managed in ELO – and about 4,000 new documents are added daily.

A large number of work processes were automated and accelerated by workflows. In the customer portal, pharmacies can, for example, access their orders, invoices and delivery slips using the ELO client. Returns management is now also significantly more efficient, both for pharmacy and supplier returns.

To date, editing returns by hand had required a large amount of time. With **ELOenterprise**, however, checking whether credit notes or payment reminders need to be sent is automated with a workflow. This saves time, improves customer service and frees up work resources that can be used more efficiently elsewhere.



### Unique modules

**ELOenterprise** can be seamlessly integrated into existing business applications.

*"Our expectations were high but ELO has far exceeded them. Everything is now just faster and easier."*

Christian Kluger,  
Head of IT,  
Leopold Fiebig GmbH & Co. KG

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## Summary and outlook

The workforce is amazed by the benefits of ELO – simple document management and faster work processes – without having to spend a great deal of time getting to grips with the software. The head of IT, Christian Kluger, confirms this: "The competent consulting, professional implementation and support by the ELO Business Partner as well as the speed and flexibility of **ELOenterprise** have won us over."

Fiebig is planning to use **ELOenterprise** for e-mail archiving (e-mail client: IBM Notes), since the central management of e-mails within the ELO ECM Suite reduces company costs and saves resources. **ELOenterprise** offers all necessary functionality for comprehensive e-mail life cycle management (ELM): From simple e-mail archiving to complex e-mail process management.

In addition, contract management, requirements reports as well as personnel files are to be integrated into ELO. By using cutting-edge IT technology from ELO Digital Office, Leopold Fiebig GmbH & Co. KG is securing a large competitive advantage for the future. In so doing, Fiebig remains an innovative high-tech pioneer combined with extensive expertise in the field, service quality and reliability, which will continue to benefit its business partners.