

ELO Customer Reference

ewz



Electrified document management



"We've received positive feedback from numerous employees, most notably from the head of the Legal department."

Christian Würmli
Senior IT Project Manager at ewz

Elektrizitätswerk der Stadt Zürich, "ewz" for short, supplies 222,000 customers with power, grid services, and more. Considering these impressive figures, it's no wonder that ewz is confronted with a large amount of data every single day. To manage this huge volume efficiently, ewz sought an enterprise content management system, ultimately introducing **ELO**enterprise with the support of IT service provider Advellence Solutions AG

ewz is active in the Swiss cantons of Graubünden and Zürich. It gets its power from 14 hydroelectric plants, 6 wind farms, one fuel cell, and around 300 solar installations. "We deliver electricity from our plants to your sockets," says Christian Würmli, Senior IT Project Manager at ewz. In addition, the organization offers a wide range of products and services in the areas of energy and power supply. For example, they monitor systems, fix malfunctions, offer guidance in energy-related matters, provide tailored fiberglass connections for companies, and are also an important consultant and contract partner in the construction, planning, financing, and maintenance of energy facilities.

ADVENCE 

ELO Business Partner

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Digital Office

The solution

Practical added value



Overview

Country: Switzerland
Industry: Energy

Company

ewz is a public service of the city of Zürich that produces, distributes, and deals energy while also advising consumers. Serving both private and business customers, ewz is active in Zürich and Graubünden and employs over 1,000 associates, including 40 trainees.

Challenge

ewz sought an enterprise content management system to manage 25,000 individual contracts. ewz needed a solution enabling the organization to keep an overview of and efficiently manage its numerous contracts and quickly find relevant documents.

Solution

With **ELOenterprise** and customized functions, ewz found just the right solution for its needs. Data is stored in a central location applying standardized rules and can be efficiently exchanged across systems and media.

The benefits

- Standardized data management in one location
- Fast searching
- Transparency over existing ewz contracts
- No need to switch between systems

The Telecom division of ewz provides 80,000 private and business customers in the city of Zürich with various connections for TV, Internet, and phone services. ewz is also responsible for public lighting and the public clocks in the Limmat region. The organization is one of the highest grossing energy service providers in Switzerland.

Managing 100-year-old contracts

The various services and numerous customers bring with them huge volumes of data and documents. Statutory regulations and growing operational business in new segments such as renewable energies, energy services, and telecommunications are making contracts even more complex. "We have to keep an overview of these contracts and manage them efficiently," explains Würmli. But how is this possible with thousands of documents? How do you go about finding a specific contract? And how do you know what contracts are expiring? On top of all that, contracts at ewz can easily reach durations of 100 years. This is where **ELO** software comes into play. "With **ELOenterprise**, we can efficiently archive and monitor our individual contracts – all 25,000 of them," says Würmli. These individual contracts are special agreements with customers and suppliers, such as easement contracts in line construction. "Managing these contracts is more demanding than agreements for our retail power business," says Würmli. Lifecycle management with **ELOenterprise** covers the entire process, from initialization and negotiation, to scanning and archiving the documents, all the way to contract fulfillment and monitoring.

High standards

Before introducing **ELO**, ewz repurposed another system to manage its contracts. The project team from ewz had a lot of demands for the new system: "We needed a system allowing us to manage the entire contract lifecycle. We also wanted suitable processes with clear documentation and archiving rules," states Würmli. One important requirement was keeping with the two or three-man rule, depending on the contract.



Centralized data management

"**ELOenterprise** is just the solution we needed," says Würmli, satisfied. "Now, we can manage all our data in one location applying standardized rules. We benefit from faster searches, an easy-to-use interface integrated with our Microsoft products, and automated contract monitoring, plus we no longer have to switch between media and systems," states the senior IT project manager, summarizing the main benefits of **ELOenterprise** at ewz. The organization was prompted to introduce **ELO** by the city of Zürich, which has been using the software for quite some time.

ELO recommended its **ELO Business Partner Advellence Solutions AG** to realize the project. The IT service provider supported ewz from A to Z, integrating customized functions in the **ELOenterprise** software for the organization. These included a report function for monitoring contract deadlines and an interface to other applications for automatic import of meta-data and scanned documents. And according to Würmli, "It's more efficient using standardized solutions instead of tailored ones for individual users groups." Keeping the permissions concept as simple as possible also makes the system less complex.

Regular communication

ewz gave itself a year to roll out **ELOenterprise**. "First, we analyzed our situation and needs. Next, we drafted an implementation concept," says Würmli, outlining the most important steps in implementing the software. It was also critical to him and his team to involve employees in the project right from the start. "It was

important to keep communications with employees and managers regarding the roll-out transparent," says Würmli. This played an essential role in promoting project acceptance. Würmli personally kept the Members of the Board up-to-date. After all, the project team relied on the support of the management.

Employees recognize potential

It was also vital to win over in-house experts with **ELOenterprise**. "These people were then tasked with instructing the employees in their departments and other organizational units, which is why we placed such value on their approval." Referred to as "power users," they attended a one-day training on **ELOenterprise**. They then were able to introduce their employees to **ELO**. "This proved especially effective," says Würmli. Today, 400 employees at ewz use **ELOenterprise**, emphasizing the tremendous scope of the project. But ensuring flowing information and careful instruction of each individual paid off. "You have to get to know the different tools before you can work with them," explains the project manager. Employee and management trust in **ELOenterprise** continued to grow. "The longer the project went on, the more people recognized its potential," states Würmli.

Besides showing employees the new system, importing data from the previous repository to **ELO** posed a major challenge. No changes had to be made to the infrastructure.

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Summary and outlook

Würmli is extremely satisfied with the software. "It performs its functions excellently and enjoys a high level of acceptance among the employees." ewz has already incorporated even more documents into ELO, now aiming to integrate the software with other ECM platforms and business applications. "I'm thinking of SharePoint, SAP, and others," says Würmli. **ELO for Mobile Devices** is also of interest for the organization, as demand for mobile solutions has grown. Advellence Solutions AG continues to provide ewz with support in developing and rolling out additional tools.

"When it comes to support, we can rely on Advellence Solutions AG, giving us a competent point of contact for the entire project," explains Würmli.

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