



▶ YOUR WORK FLOWS



"With ELOprofessional and the numerous options for using the solution as a mobile application, pcm GmbH has given us a flexible and scalable system that optimally supports our digitalization strategy."

Christian Freundlieb, management
FREUNDLIEB Bauunternehmung
GmbH & Co. KG

Built on digital business processes

Founded in Dortmund in 1901, FREUNDLIEB Bauunternehmung GmbH looks back on a long tradition. Over the decades, the company has grown beyond the Ruhr region to become a key player in the construction industry in North-Rhine Westphalia. With the ECM system **ELO**professional and mobile workflow solutions, the family-run company has opted to join the digital future.

The construction company founded by Johann Freundlieb in 1901 has passed down four generations and is now a service provider for all aspects of real estate. Over the years, FREUNDLIEB has always lived by its motto of building on trust and demonstrates this trust towards customers, employees, and all those involved in its projects. FREUNDLIEB has been using **ELO** for filing and archiving documents for years to cope with the increasing volume of paper documents. With the help of **ELO** Business Partner pcm GmbH, the company's project management processes were completely digitalized in 2016 with the ECM system **ELO**professional; **ELO** for Mobile Devices was implemented as a mobile solution for field staff to access project files.

The solution

Practical added value



Facts

Country: Germany
Industry: Construction and real estate

Company

Based on the company motto of building on trust, FREUNDLIEB Bauunternehmung GmbH & Co. KG has gone from a construction company to a service provider for all aspects of real estate. The family business sets the highest standards in terms of reliability, quality, and economic viability.

Challenge

Digitalization of analog filing structures and mobile integration of external project sites

Solution

- › Implementation of **ELOprofessional** for storing and searching for documents
- › Digital mailroom with the ELO workflow
- › Mobile access to project files with ELO for Mobile Devices

Benefits

- › Shorter throughput times
- › Shorter processing and search times
- › Mobile access to project files

Building on trust

FREUNDLIEB Bauunternehmung GmbH & Co. KG was founded by Johann Freundlieb on May 23, 1901, in Dortmund-Hörde. The company has its roots in furnace construction in the steel industry. In 1935, Wilhelm Freundlieb took over his father's company and continued its tradition. Since 1968, Wilhelm's son Hans-Jürgen has led the company from traditional construction to a modern service company. His brother Michael Freundlieb joined the management team in 1985. Together with the fourth generation, his nephews Christian and Jens Freundlieb, he now manages the fortunes of the mid-sized family business. At the end of 2017, Maria Freundlieb joined the company, defining its future further. FREUNDLIEB currently stands for holistic real estate services, innovative and economical construction, and customer focus and reliability in Dortmund and further afield.

The overall conditions for the construction of real estate have changed fundamentally in recent years. Today, stable value, economic viability, comfort, health, sustainability, energy efficiency, and protection of resources are the focus when it comes to planning buildings. Accordingly, the range of services offered by FREUNDLIEB GmbH now extends from the core business of construction to all associated upstream and downstream services.

With more than 80 employees and construction output of over 55 million euros per year, FREUNDLIEB is now an established player in the construction industry in North Rhine-Westphalia, especially in the Ruhr region.

There's always more paper

Full order books and the associated increase in correspondence, contracts, offers, and planning documents brought on a rethink at FREUNDLIEB in 2015, when the company decided to modernize the business and digitalize processes. In addition, the company wanted to optimize the project business to ensure that relevant documents and processes could be accessed anywhere and at any time on site or at the office. The following technical challenges were defined specifically:

- › Digitalization of current filing structures
- › Automated digital workflow for routing mail
- › Mobile access to project files



Equipped for the future with ELO Digital Office and pcm

The requirements were implemented in record time by the experienced ELO Business Partner pcm GmbH based just a few kilometers away in Hagen. In just four months, filing structures were digitalized with the help of **ELOprofessional** and an **ELO workflow** was implemented to automate mailroom processes. In addition, thanks to the digital construction file, employees can access all project-relevant information at any time while away from the office and can add data on a mobile device.

Digitalized filing structures

The ELO client is now used throughout the company to store and search for a wide range of documents such as correspondence and invoices. The existing file structure was adapted accordingly in ELO. The advantage is that the duplicate check function in **ELOprofessional** ensures that each document is only stored once. Automatically generated transfer folders and a digital construction file streamline the work between the different departments, ensuring that every employee is up to date. Finally, thanks to version control and the numerous reporting options in **ELOprofessional**, the company is able to meet data security and compliance requirements.

Automated mail distribution

A digital process for automating mail distribution was implemented using the **ELO workflow**. After scanning the incoming correspondence, the secretary's office selects the department that the mail is addressed to using a button that was implemented specifically for the project. This triggers an automatic workflow that routes the documents in digital form to the correct department and notifies management at the same time. The management can complete the workflow by clicking a button that confirms they have been notified. This ensures that mail reaches the intended recipients faster and all responsible departments and persons are informed.

Mobile access on site

The ability to use **ELOprofessional** as a mobile application on construction sites is a crucial advantage. With the help of tablets and the app **ELO for Mobile Devices**, employees out on site can connect to the central infrastructure. Thanks to the digital construction file, important data in the ELO repository is available on demand. In addition, documents and data such as photos taken on site or own notes are easily transferred to the construction file in ELO using the tablet.



“Thanks to ELO, relevant information is available on demand wherever employees are. This makes work on the construction site much easier and allows project managers to conduct meetings with planners and other companies on site without any problems.”

Christian Freundlieb, management
FREUNDLIEB Bauunternehmung
GmbH & Co. KG

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Summary and outlook

With **ELOprofessional**, FREUNDLIEB has automated analog processes and established a system for modern-day enterprise content management. Today, more than 80 employees in different departments benefit from streamlined digital business processes thanks to ELO. Based on the numerous options offered by the mobile solution paired with the digital construction file, the project was awarded the title project of the year by ELO Digital Office GmbH in the sales region west in 2017. FREUNDLIEB is already planning the next projects with pcm GmbH to implement ELO as a central solution for company-wide knowledge management. In addition, the family-run business is already thinking about a solution for processing incoming invoices with **Business Solution ELO Invoice** as it continues into the digital future.