Introduction of electronic workflow in the office: the German experience

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The paper describes the current state of implementation of the electronic document in the German offices.

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INTRODUCTION

Today, more than eighty percent of business correspondence takes place via e-mail. The e-mail management helps to handle smartly and efficiently the vast flood of information in companies and depends on to prosper.

The e-mail management tool sets integrate with an e-mail client, thus connecting e-mails with all data stored in the digital archive. This means that users have e-mails as well as all other relevant information at their fingertips when processing a job. Some solution performs various additional tasks, such as capturing the content of messages and attachments and storing it in digital records in a process-related and transparent manner. This central, automatic function also ensures that data is stored in compliance with legal and audit requirements.

The incoming mail processing by operates in the existing DMS- or ECM-infrastructure with certified interfaces to SAP, Datev and others.

The archiving itself reliably ensures compliance with legal retention periods and legal requirements for the digital storage of data using long-term stable formats such as PDF/A or TIFF.

This lets to be on the safe side when the auditors arrive.

To make sure that all documents are centrally available immediately whenever necessary, regarding the way in which they arrived at the company, the functionality of the incoming mail processing can be seamlessly customized to the requirements using the module e-mail-management, digital Contract management and Incoming invoice processing.

And these are the main advantages:
• Simple and fast processing of all physical and digital incoming mail directly at the workstation.
• Automatic digital document distribution – even across multiple sites.
• Low cost and maintenance expenditure thanks to self-improving technology.
• Simple process monitoring via a dedicated tool.
• Efficient resource utilization, lower TCO.
• Rapid implementation, immediately ready for operation.
• Improved ability to respond to queries, resulting in a better quality of service.
• High level of transparency based on rich reporting.
• Meet all regulatory requirements.
• Ongoing optimization during operation.

INTRODUCTION OF ELECTRONIC WORKFLOW IN THE GERMANS OFFICES

According to a survey conducted by AIIM Market Intelligence in 2016, 52 per cent of german respondents stated a steady or even rising demand for paper in their business processes. However, paper alone is not the problem. The growing number of data sources and many different sources of information also pose a number of challenges for companies. All the more, the intelligent handling of documents and information is essential for competitiveness. This is not only about orderly filing and fast finding, but also about safe and efficient processes around the entire document organization. Companies that continue to rely on analog archives and paper-based processes put

their productivity at risk and endanger their long-term existence. In times when many companies suffer from the strong Swiss franc, there is great potential for optimization.

Central document pool ensures order. Modern document management systems (DMS) are based on a comprehensive Enterprise Content Management (ECM) concept, which provides the functions for the electronic archiving of documents with powerful technologies for effective information management, collaboration and business process Management. The basis for the intelligent handling of information is the structured archiving of all documents in a central document pool. In conjunction with other systems (such as office and ERP applications), a DMS brings all documents into a common order. Whatever the whereabouts and hardware used, each authorized employee has access to all the information needed for his work. In just a few seconds, all documents relating to a customer or project are connected. The version management ensures that the employees can read, share and edit the same document without the chaos of different versions.

Digital workflows = lower throughput times + lower process costs. DMS solutions also serve as a strategic interface to digitally control and seamlessly network operational processes. The basis for this are precisely defined workflows. These pass documents electronically to the responsible employees for viewing, checking or approval, and ensure that all tasks are completed correctly and on time. In the case of absences or deadlines, the tasks can be redirected to the substitution or the supervisor. All processing steps are automatically documented and are traceable at every stage of a process chain and throughout the entire retention period of a document.

Custom-made strain gauges In the case of a DMS:

A large part of the costs is generated in the initial phase for analysis & design, implementation, server infrastructure and licensing. Instead of using a DMS from the cloud, the initial investment remains manageable. In addition, the company can flexibly scale the solution, in line with the further business development. Whether a company chooses an on-premise or cloud solution, Ricoh, as a DMS solution provider, provides support, from analysis through implementation to operation.

The advantages of a DMS solution at a glance:

Gain time: The Find of documents takes only a few seconds. A keyword leads unerringly to the right document.

Save paper, space and money: paper prevents only modern and speedy Work, but is compared to digital document storage is expensive.

Mobile: to mobile via a Laptop, Smartphone and Tablet easily to documents and information access is increasingly important and creates real value.

Eliminate errors: Prevent lost documents, legal regulations and retention periods are not complied with, or that accidentally outdated document versions in circulation.

Bring momentum in business processes: document-based business processes to a digital way only faster but also more reliable to handle than on paper.

Perfect your E-Mail Management: Bring you by the touch of a button business-relevant E-Mails in a structured order. So these all are Legitimate and revision are at the same time safely and legally archived.

Build on security: DMS protects you against unauthorized access, data loss or a system failure. Also in the case of disasters such as fire or flood, your documents are protected by a digital Back-up strategy.

They remain attractive: by 2025, the proportion of "Digital Natives" is already 52 percent of the working population in Switzerland. Expect a digital way of working and instant access to information and technologies.

As a result, electronic documents note that in general, characteristic for Germany national approach to the regulation of many areas, for which electronic document is under partial state control.

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