ARCFLOW
The document managers.

jepsen STAHL

Optimum Customer Service

Using the ArcFlow document management system (DMS) the steel wholesaler Jepsen Stahl can access important information quickly and at any time. Customer inquiries can be processed much faster and an efficient workflow is assured.

The increasing number of documents was pivotal for Jepsen Stahl to look around for a DMS early 2008. ArcFlow, offered by the ArcFlow sales partner EDV-Service Berbuesse, was chosen from the various available systems. „ArcFlow provides a full text recognition of the document therefore we do not need indexing“, Juergen Pfeil, commercial manager at Jepsen Stahl, explains the decision. „Also the ArcFlow document search is particularly fast.“

At Jepsen Stahl employees so far have filed invoices, order acknowledgements and delivery notes to lever arch files in paper format. Paper documents are now scanned, managed in ArcFlow and revision-safely archived. Along with this the company also manages a broad portfolio of factory certificates in ArcFlow.

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„Where a customer asks for a certain certificate we can now retrieve the information immediately e.g. using the coil ID“, Pfeil explains. „Before the search was very time consuming and customer inquiries often could only be handled with some delay.“ The steel trader deploys Stahl Control by EDV-Service Berbuesse as ERP system. ArcFlow is seamlessly linked to the ERP system. All documents being generated in Stahl Control are imported into ArcFlow automatically. During the import the DMS sorts by customers first, then by orders, invoices and purchasing.

Currently ArcFlow is deployed by the purchasing and sales department, the order processing and the IT department. Human resources, controlling and accounting shall switch to ArcFlow in the near term future. Furthermore Jepsen Stahl plans to deploy the ArcFlow workflow functionality for the purchasing process by mid 2010.

