Bakery Specialist Company replaces Paper Documents and Files

Klein's Backstube Stadtbaeckerei Huerth GmbH relies on a digital document filing for gaining an improved overview and simpler information retrieval.

With company growth approaching 400 employees and 62 branch offices the number of documents and files has increased significantly within the bakery specialist company. "The effort needed to retrieve required documents was tremendous", explains Johannes Wilden, Head of Administration at Klein's Backstube Stadtbaeckerei Huerth GmbH. "The number of documents was not the only reason for the lack of efficiency. Very often some documents could not be distinctly allocated to a particular name or letter, causing the search to take even longer. "For this reason the decision was taken in mid 2007 to implement a document management system (DMS).

ArcFlow was the system of choice. The company was convinced by the simple user guidance of the system. Furthermore the search function was the key reason for the decision because ArcFlow – with it's inbuilt full text search – does not require document indexing. ArcFlow takes over even graphic sources like scanned documents and in this way provides the content for a full text search even though typically the content of such documents is not subject to indexing.

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Johannes Wilden, Head of Administration

Determination of a Folder Structure

After a complete 2-day system analysis the company and ArcFlow jointly determined the future ArcFlow folder structure. The kind of daily incoming and outgoing documents, their number and their best meaningful allocation has been analysed for the bakery specialist company. Each month a high volume of documents – mostly delivery notes and invoices – are received and sent by Klein's Backstube. The company defined three main folders for suppliers, customers and branch offices. These folders comprise sub-folders,for any kind of correspondence, invoices, inspection reports, contracts and special agreements, respectively. The follow-on installation of ArcFlow including the transition of master data and the employee training were completed within two days. "The structure had already been sorted within the scope of the demand analysis, therefore the master data transition was completed very quickly", Wilden reports. "The parameters could be simply transferred within the scope of the software installation. This has eased our start-up significantly." The ArcFlow installation did not require any expansion of the infrastructure.

Document Allocation

At Klein's Backstube paper documents are scanned automatically. The allocation of outgoing documents to the respective sub-folders is executed







based on certain document features. Where e.g. accounting – using the ERP system Marvin - generates an invoice for a certain customer ArcFlow will identify the respective folder on the basis of the code RG for invoice and the following customer number. ArcFlow is deployed not just by Accounting but also by the HR department, the Customer Service Department and the Company Management. Along with document management and archiving the Management also employ the system's workflow-module for using the e-mail reminders for recurrent dates. This applies e.g. to the annual inspection of the fire extinguishers in all branch offices.

In the beginning employees were sceptical about the planned introduction of a DMS. "Once they got engaged with ArcFlow they very quickly learnt how to use the system", Wilden reports. "Nowadays they like the fast document access and the simple operation of the DMS." Access to documents is performed by either the file structure or the search function. In doing so employees can perform a search using any key word contained in the required document. For certain documents such as invoices the archiving function is executed automatically. Other documents can be archived as demanded – e.g. references, pay slips or branch office rental agreements.

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About Klein's Backstube Stadtbaeckerei Huerth GmbH

Klein's Backstube Stadtbaeckerei Huerth was founded in 1872, the headquarters is located at Huerth / Cologne. Some 400 people are employed in 62 branch offices in 13 cities. Along with the daily branch office customers the bakery specialist company serves hotels, hospitals, homes for the elderly, kiosks, army installations, inns and restaurants. Amongst others the bakery specialist company serves Ikea, the Accor hotel group, the Cologne University Hospital and the AachenerMuenchener (insurance group).



