# MOS-Tangram bans Paper Inundation using ArcFlow

**Using the ArcFlow document management system (DMS) the software manufacturer MOS-Tangram can file and manage documents digitally and in accordance with the existing law. Doing so the company benefits from a central filing and a simplified work processes.**

The increasing number of paper documents was pivotal for MOS-Tangram when starting to look around for a DMS. From the various available systems ArcFlow was chosen by the software manufacturer as the system requires little training, is simple to operate and provides better access to information for all employees. „This digital way is the way to the future“, Martin Lehmann, Management Assistent at MOS-Tangram, explains. „Electronic documents are available at short notice and cannot get lost.“

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## Structured Document Filing

The company saves all supplier and customer relevant documents like quotations, contracts and credit notes to ArcFlow. When doing so the DMS automatically allocates the documents to the correct work folders, therefore enabling employees to simply retrieve the documents using the folder structure. Furthermore, documents can be retrieved in ArcFlow using the index search. With ArcFlow including all relevant document terms in a search index MOS-Tangram can relinquish a manual keyword indexing. The previous document version is still saved in ArcFlow even if an employee changes a document. By doing so the revision-safety is assured.

Along with contract-relevant data MOS-Tangram also saves all employee recruiting information to ArcFlow. „This is very handy“, Lehmann explains. „Whenever we want to launch a new job advertisement ArcFlow will display all previous advertisements and where they were placed, their cost and the respective response rate.“

## Comprehensive Document Protection

MOS-Tangram has introduced a distinct rights structure allowing every employee to view and change only the documents being of relevance to him. „We do not only want to rely on the full text search, we also want to operate a structured filing system.“, Lehmann says. „A distinct guideline is required for maintaining this structured filing system, stating which employee can view, change or delete documents. Deleted documents are not really deleted, they are only placed into the waste basket. Only the administrator can access the waste basket. In this way we assure that no information is lost.“ The rights structure is not only responsible for preserving important documents, it also allows to reduce the information flood to the relevant aspects thus helping the employees. In this way e.g. MOS-Tangram project managers can only view their own customers.

Currently MOS-Tangram is importing all older documents into ArcFlow. The company plans to manage its e-mails using the DMS in the near term. Furthermore the internal ticket system shall be linked to ArcFlow allowing the storage of all software support documents directly in the DMS.



