ARCFLOW
The document managers.

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RADOLFZELL

Stadtwerke Radolfzell Deploys Digital Archiving of all Documents

Being an energy supplier Stadtwerke Radolfzell is obliged by current law to save all documents in an audit-proof way. To comply with these requirements the service provider deploys the ArcFlow document management system (DMS).

The Baden-Wuerttemberg city Radolfzell with some 30,000 inhabitants is the third-largest town in the county of Konstanz. The local energy supplier provides electrical power, gas, water, heating and public local area transport to the households. Furthermore the energy supplier provides IT services to its business clients – other energy suppliers – via a data centre. Annually the company sends numerous documents to his customers and clients, mostly invoices. By law these documents must stored for a period of up to 10 years, and amendment of these documents must not be possible. Following a comparison of various products ArcFlow got selected in August 2006. “ArcFlow‘s features are very versatile“, Brigitte Riedmann, member of the IT-staff at Stadtwerke Radolfzell GmbH, explains. “The DMS does not only ensure legal document archiving, but also the workflow-functionality has played a central role in this decision.“

Automatic Filing of Outgoing Mail

ArcFlow is deployed in almost all Stadtwerke Radolfzell departments.

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Brigitte Riedmann, member of the IT-staff

All data such as customer information are taken over into ArcFlow from the ERP system Schleupen. CS. Following this the documents are structured in the DMS and filed to the respective customer folder. Where for example an invoice is printed for postage, ArcFlow will also save a digital PDF document to the respective digital work-folder. Usually all customer invoices are printed in PDF format once per month. ArcFlow detects the beginning and the end of these invoices and – following the automatic page separation - allocates each individual document to the respective folder. The files are subjected to a full text recognition. In this way all outgoing invoices are automatically and audit-proof saved. The folder structure enables a fast retrieval. Furthermore the sales group has fast access to all customer information. Upon an incoming phone call ArcFlow enables a fast display of all documents being related to the caller. “This is a major advantage“, Riedmann says. “Prior to using ArcFlow our sales people had to manually search for customer or billing information, which was very time consuming.“ When sending serial letters ArcFlow enables the sales group to select addresses based on various criteria. E.g. using ArcFlow the employees can send letters or e-mails to customers of a certain postal code range.







Law-Compliant Authorization System
A particular requirement when introducing the DMS was the realization of a complex internal authorization system. Each inhabitant of the city of Radolfzell used the Stadtwerke power network – even where the user is not supplied by the local energy suppliers and therefore is not their customer. The authorization structure was implemented in ArcFlow accordingly. Where e.g. the network department has access to all addresses the sales department can only view the customer contacts.

Process Optimization via Workflow
Furthermore Stadtwerke Radolfzell benefits from the workflow function when installing meter readers. Until now the energy supplier was facing the challenge of a very late billing process caused by a lack of information flow – although the meter readings were available. Today the energy supplier maps the process of installing the meter readings, the information forwarding and the resulting activities of the respective groups to ArcFlow. “Using ArcFlow we could significantly improve our business processes“, Riedmann explains. “And we saved time and finally money.“

Stadtwerke Radolfzell are planning to also archive their e-mails using ArcFlow in the near future. “As an energy supplier we have an obligation of storing electronic messages“, Riedmann says. ”Therefore we will introduce the ArcFlow e-mail archiving as soon as possible.“

About Stadtwerke Radolfzell GmbH
Stadtwerke Radolfzell GmbH (SWR) is focussing on the local area of the city of Radolfzell and was founded in 1988 based on the own municipal establishment. Participants are the city of Radolfzell with 51 percent and Thuega AG with 49 percent. The energy supplier‘s main business segments are electrical power, gas, water, heating and local public transport. Stadtwerke Radolfzell employs a total of 54 employees.



