ARCFLOW
The document managers.

Staufen Stahlkontor

Seamless Paperless Documentation for Steel Companies

Steel trading companies are obliged to seamlessly proof and document each processing stage of the goods. For proper management of the resulting large number of documents Staufen Stahlkontor GmbH replaced their files with an ArcFlow document management digital filing system (DMS).

The Staufen Stahlkontor trading company imports steel from international markets and resells it following the processing by various steel service centres. The company has to prove the identity of the goods using a distinct factory certification including identification number from the beginning right through to the end of the manufacturing process. Each processing step – often four to five steps per material – generates further documents such as orders and order acknowledgements. "We must be able to seamlessly demonstrate, that the material arriving at the customer following a long process is exactly the same material he ordered", Tino Grunwald, CEO at Staufen Stahlkontor GmbH, explains. "Therefore the respective identification number of the goods must be present during all processing steps. "Because of this a large number of documents are processed at Staufen Stahlkontor during the year – documents, which the company has to file and archive accordingly. In the past the steel trader found it increasingly difficult to allocate the growing number of paper documents in a meaningful way such that each employee could quickly retrieve the desired documents on demand.

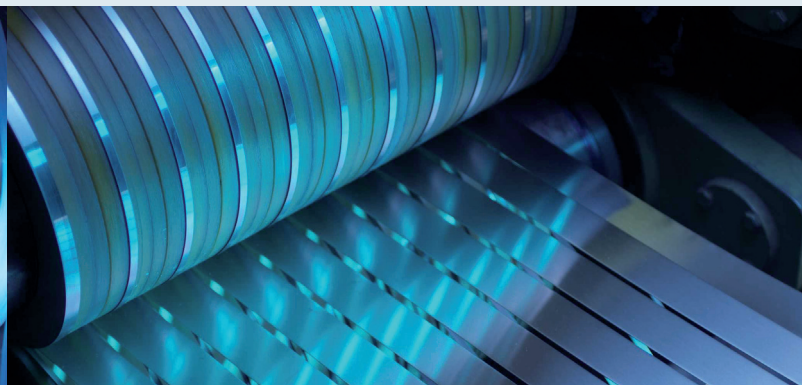
Staufen Stahlkontor started selecting a document management system in June 2007. Their sales partner and manufacturer of the already deployed ERP systems, EDV Service Berbuesse, presented ArcFlow to Staufen Stahlkontor. "ArcFlow is based on the same database as our ERP-System Stahl Control", Grunwald says. "Since we already knew from experience about the reliability of this database structure we decided in favour of ArcFlow. The simple operation and the little training effort required were further ArcFlow advantages."

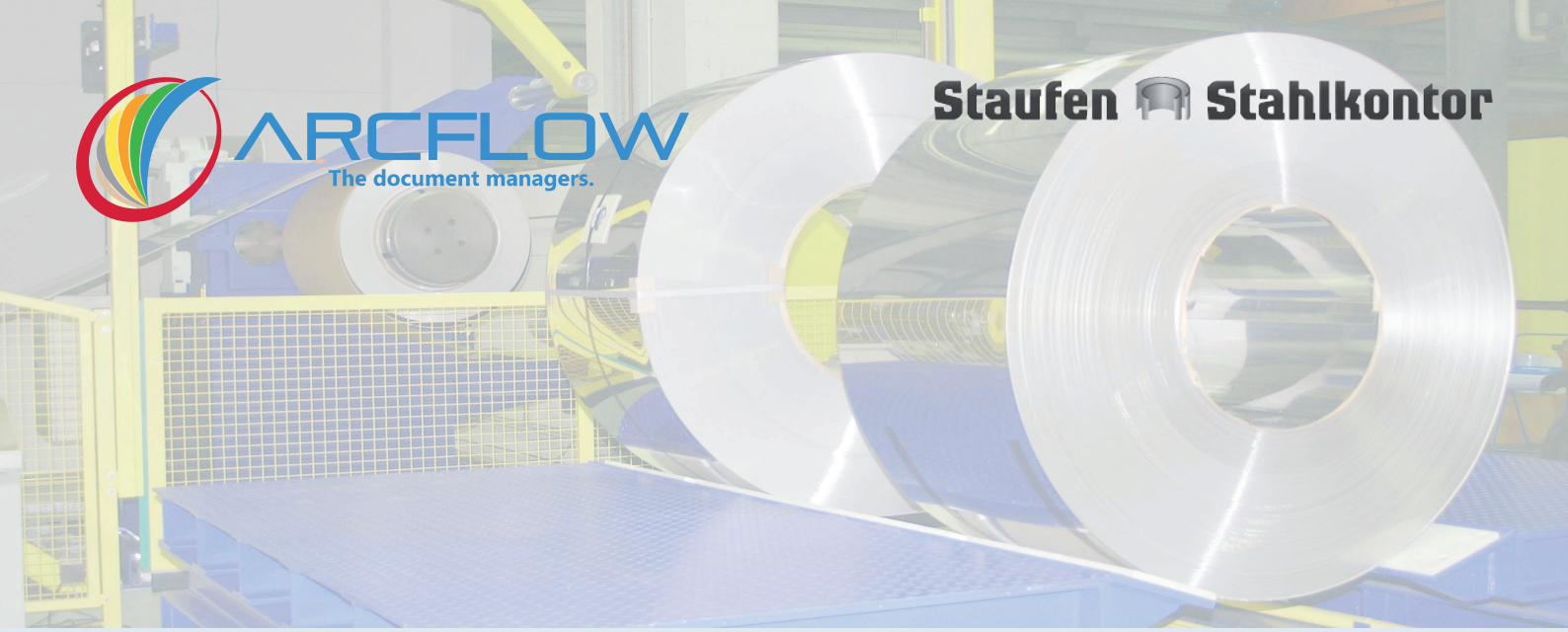
> "Using ArcFlow we gain a significant time advantage. All important information is now available at any workstation. The time required for searching documents in the past is now invested into our core business. Our customer satisfaction has increased as we can react to inquiries much faster than before. Therefore ArcFlow does not only improve our efficiency but also raises our customer loyalty."
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> **Tino Grunwald, CEO at Staufen Stahlkontor GmbH**

Half the Amount of Paper

Staufen Stahlkontor deployed ArcFlow from January 2008. Each incoming document is scanned at two scan workstations first and then forwarded in electronic format accordingly. Invoices are sent to accounting, delivery notes are sent to the waste basket upon completion of the scan process. "In the past we prepared four copies of each incoming invoice, two copies were sent to the tax advisor, another two copies were processed internally. Now there is only one original and one copy – the original is sent to the tax advisor and the







copy stays with us. We save some 50% of the paper volume“, Grunwald explains.

The dispatch of documents such as delivery notes is executed by telefax or e-mail from the communication headquarter Davidzehn via Tobit, which is connected to ArcFlow. The Staufen Stahlkontor filing structure comprises three areas: the internal, documents being produced by the ERP system-invoices, delivery notes or production orders and all incoming customer and supplier documents. Upon receipt of a document a barcode is automatically generated and applied to the document. This provides an automatic document allocation.

Desired documents are accessed using the search function. Upon entering the identification number the employee has access to all documents related to the respective goods at a glance. “We can now react very quickly upon customer inquiries“, Grunwald says. “We can retrieve any document immediately and provide the customer with the desired information, even where a process is back-dated several weeks, which happens frequently in the steel business. We do not need to care where the documents are filed or how the documents are named. Only their content is important.“

Access from any Workstation

Furthermore a central document storage enabling access by any employee even where the employee was not involved in the respective process or is only representing a colleague is important for Staufen Stahlkontor. Although the Staufen Stahlkontor employees now get along with the DMS quite well it turned out to be a major change at the beginning. “For years we had been filing and searching for our documents in lever arch files“, Grunwald explains. “Getting accustomed to an electronic filing system obviously takes a certain time.“ For this reason the company decided for a period to archive certain documents such as material certifications as a paper document as well as in digital format. However the steel trader plans to complete the full transition to an electronic archiving system in the near future. Furthermore he also wants to extend the DMS deployment to the e-mail correspondence.

“Using ArcFlow we gain a significant time advantage“, Tino Grunwald says. “All important information is now available at any workstation. The time required for searching documents in the past is now invested into our core business. Our customer satisfaction has increased as we can react to inquiries much faster than before. Therefore ArcFlow does not only improve our efficiency but also raises our customer loyalty.“

