

Arcplace digitizes logistics processes at Planzer

Arcplace has implemented a high-performance document capture and archiving system based on an Enterprise Content Management (ECM) platform for Planzer, a Swiss logistics company that is active internationally. The main focus was on the client's wish for flexibility with regard to configuration options in order to be able to implement new requirements quickly, as well as on performance.

Initial situation

Planzer switched to digital archiving a number of years ago. Their first digital solution reached its limits with regard to performance and was inflexible in the face of almost 60 million documents. Employees needed too much time to find the documents they were looking for. The lack of performance had a negative impact on flexibility and responsiveness with regard to the company's archive-related requirements.



Solution

Arcplace implemented an ECM solution based on Hyland OnBase and made it first available to the incoming goods department and then for the remaining logistics documents. The documents are scanned after a physical check in the logistics administration department. They are then processed and archived on the basis of the printed barcode, using defined workflows in OnBase. With the help of the application Enablers, archived documents can be found directly in the logistics system in seconds with OnBase. The solution is running as a service in Arcplace's data centers



2.1 million digitized documents



At 40 locations



1 ECM platform

and is maintained by Arcplace specialists within the scope of hosting and application management.

Results

- Considerable simplification, standardisation and automation when processing various logistics documents
- Significant time saving; employees have more time for their actual core tasks such as goods inspection or other production tasks
- Standardised solution for all company locations
- Archiving of all documents in compliance with the law
- Archived documents can be found quickly with the user-friendly user interface
- Scalable and extendible platform for current and future ECM requirements

“Thanks to Arcplace's professional support, OnBase was introduced with a very high level of user satisfaction.”

Loris Lüthi, Business Services, Planzer Informatik AG