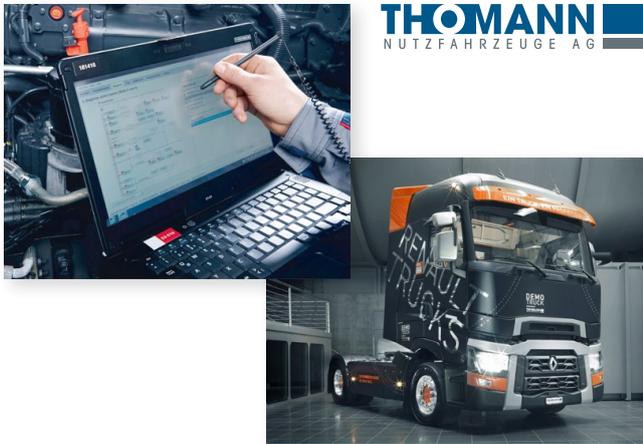


Case Study:

Thomann Nutzfahrzeuge AG more efficient on the road thanks to Cloud DMS/Archiving

Integrating a company-wide digital archiving solution is often a complex and costly process. With cloud document archiving from Arcplace, companies of all sizes can now opt for a solution that delivers efficient, user-friendly, secure and legally compliant digital archiving at a mere fraction of the former cost, Thomann Nutzfahrzeuge AG has decided to take this future-oriented route.



Thomann Nutzfahrzeuge AG

Thomann Nutzfahrzeuge AG is a leading commercial vehicle partner in eastern Switzerland with bases in Schmerikon, Chur and Frauenfeld. As an official distributor and service partner for Renault, Volvo, Mercedes-Benz, Setra and VanHool commercial vehicles and coaches, the company supplies their customers with a full range of services: from consulting and sales to leasing, comprehensive support and repairs. The family-run business with 150 employees received its fourth consecutive award at the Europe-wide OMNI-plus service competition in 2014, ranking first in the International category in 2012 and again in 2014.

“Cloud archiving has helped us cut personnel costs in administration by around 30%.”

Marcel Müller - General Manager for Administration and Settlement, Thomann Nutzfahrzeuge AG

Filing cabinets bursting at the seams

Thomann Nutzfahrzeuge AG previously archived its business documents in paper form. Countless folders were filled with purchase and lease agreements, workshop orders containing up to 30 pages, HR files, vendor invoices and other documents.

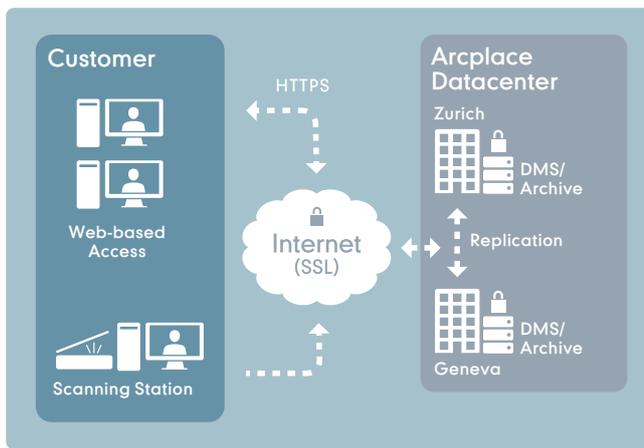
Each individual location managed its own archive, and to view files held in a different archive, you had to contact the relevant local owner every time. This de-centralised archive structure disrupted operational processes, led to delays in responding to customer enquiries and generated significant costs, particularly in terms of HR. Marcel Müller, General Manager for Administration and Settlement: “We had to take action. As an SME that is cost-conscious and focused on its core business, we didn’t want to set up a separate IT infrastructure for archiving, so we began looking more closely at an external service.”

Cloud-based archiving solution

“We wanted a user-friendly, secure and cost-efficient solution that complies with all legal requirements and integrates seamlessly with our ‘AutoTruck’ industry solution. Arcplace’s cloud archiving service met our range of requirements perfectly,” Marcel Müller adds.

To kick off the project, Arcplace specialists worked with the company to define document types, user roles, access rights and index values. A document scanning station was set up at Thomann Nutzfahrzeuge AG. Paper documents to be archived are scanned, assigned a document type and then indexed. Where possible, index values are copied automatically from the master data in ‘AutoTruck’ and other business applications. Selection lists are available to support users carrying out manual indexing.

The resulting PDF archive documents and corresponding index values are then uploaded to the Arcplace cloud archive. Employees do not need any special software to access the cloud archive. All they have to do is open a web browser, log in with their user name and password and then work with the user-friendly interface to find their archived documents and download them if necessary. HR files containing confidential information are subject to a special workflow. These documents are scanned directly by the relevant persons in HR, not centrally by Administration.



Arcplace Cloud DMS/Archive

Better customer service and lower costs

Marcel Müller states that, Arcplace's cloud archiving service works perfectly and meets the company's high demands. Digitising and centralising the archive means that employees have much faster access to information. Administrative tasks and customer enquiries can be completed far quicker and at a lower cost.

The project manager has reported impressive figures: "Cloud archiving has helped us cut personnel costs in administration by around 30%." The digital archive also includes fully redundant data management at two Arcplace datacenters in Zurich and Geneva, thus offering the best possible protection against data loss due to natural disasters.

Clearly defined roles and access rights ensure that sensitive information can only be viewed by authorised persons. Freed-up space in the former paper archive can now be put to more productive use. In a dynamic market environment, the scalability and flexibility of the cloud solution are especially valuable. Marcel Müller: "We recently acquired another firm and were able to integrate it into our processes easily."

Arcplace AG

Swiss company Arcplace AG is a specialized IT service provider in the information management and archiving industry. Arcplace's portfolio includes solutions for the scanning, management and archiving of documents as well as the protection and archiving of data. By combining the latest technologies with innovative service models like Managed Services, Cloud Services or Business Process Outsourcing, Arcplace can provide optimal solutions for companies of any size.

Since its founding in 2006, Arcplace has implemented solutions for more than 700 customers across a wide range of sectors. Arcplace is a privately owned and independent company with a professional team of specialists, which boasts a wealth of experience in the development, implementation and operation of IT solutions. Arcplace offers its services via datacenters located in Switzerland and is certified to the ISO 27001 standard for information security.

At a Glance

- + 100% web-based document archiving service
- + Works with a whole range of document types (paper and digital)
- + Access to archive documents anywhere and anytime
- + Quick finding of archive documents (search via index values and full text)

- + Easy to use via web interface, no special software needed and minimal training required
- + Easy-to-define user roles and access rights
- + Archiving complies with Swiss and international legislation
- + Data management in ISO-27001 certified datacenters in Zurich and Geneva
- + Rapid implementation with low initial costs