

# references



## Extract from DocuWare's list of customers

*Around 7500 DocuWare installations with tens of thousands of users span the globe in over 70 countries. To learn more about these installations, detailed case studies can be found on our website, classifiable by industries, areas of application, company names or even add-on modules. Convince yourself and find out how DocuWare users have reached their goals and what advantages DocuWare has for you!*

### Mosscare Housing

**Industry:** Service  
**Country:** UK  
**Division:** Accounting, Customer Service  
**Task:** Better workflow and reduced retrieval time through centralized documents, space saving  
**Benefit:** Increased quality of service both internally and externally, reduction of filing

### International Jetclub

**Industry:** Service  
**Country:** UK  
**Division:** Customer Service  
**Task:** One centralized document pool, immediate information availability for key employees, integration into Valley T-system  
**Benefit:** Selective access rights, document security, time savings lead to savings in operational costs, worldwide access

### Serviceline

**Industry:** Service  
**Country:** UK  
**Division:** Corporate wide  
**Task:** One central document pool, simplify document management, integration of the Destiny Digital Pen and it's software.  
**Benefit:** Workflow speed increased, excellent customer service, Health & Safety forms accessible anytime

### TECHNO COLOR

**Industry:** Automotive supplier  
**Country:** Germany  
**Division:** Corporate wide  
**Task:** File approx. 1,000 records daily, tamper-free storage of test-logs, access to current information from every workstation  
**Benefit:** Transparent and sped-up workflow processes, cost savings, improved quality

### IKEA

**Industry:** Retail  
**Country:** Austria  
**Division:** Accounting  
**Task:** Central document pool, integration with CODA-Financials  
**Benefit:** Considerably less space is needed for storage, increased transparency, cost savings e.g. the ability to take advantage of discounts and rebates



## Hospital Feldkirch

**Industry:** Healthcare  
**Country:** Austria  
**Division:** Electronic Medical Records  
**Task:** File anamneses including graphic and video documentation, integration into specific hospital software  
**Benefit:** High availability of information leads to optimal medical care and administration processes

## University of Milan

**Industry:** Education  
**Country:** Italy  
**Division:** Human Resources  
**Task:** Retrieve and file payroll and other HR documents for 4,500 employees, send docs via email  
**Benefit:** Instead of external archives, documents are now stored in a central document pool and are immediately accessible via the intranet, significant time and costs savings

## Structural Integrity Associates, Inc.

**Industry:** Service  
**Country:** USA  
**Division:** General Administration  
**Task:** Provide worldwide, 24h access to information, operate in a multi-site environment  
**Benefit:** Improved customer relations, increased productivity of on-site visits due to improved availability of project information

## Independent School District 196

**Industry:** Education  
**Country:** USA  
**Division:** Human Resources  
**Task:** Reduce document retrieval and refiling time, make employee files easier to maintain  
**Benefit:** Better control of confidential employee records, efficient HR processes save resources across the district

## Jupiter Aluminum

**Industry:** Manufacturing  
**Country:** USA  
**Division:** Accounting, Customer Service  
**Task:** Store documents securely, provide fast access to business-critical information, increase productivity  
**Benefit:** Reduced costs, reduced storage space, having all documentation available, improved vendor relations

## All County Earth America

**Industry:** Service  
**Country:** USA  
**Division:** Accounting, Customer Service, Fleet Management  
**Task:** Fast-growing company overwhelmed by paper, productivity lagged due to tedious document retrieval times  
**Benefit:** Instant document accessibility has boosted employee productivity



## Fletcher Jones Mercedes-Benz

**Industry:** Retail  
**Country:** USA  
**Division:** Sales, Repairs  
**Task:** Eliminate difficult to access and expensive offsite-storage, improve document security and customer service  
**Benefit:** Freed-up space is now used by callcenter - this means improved inhouse communication and customer service

## Ministry of Justice

**Industry:** Government  
**Country:** Bulgaria  
**Division:** Headquarter, Registry Agency and 148 nation-wide courts  
**Task:** Centralize processing of documents (e.g. grievances, letters), fast and precise retrieval, work flow functionality, electronic signature  
**Benefit:** Secure storage of information, optimized document workflow

## Avon Portugal

**Industry:** Distribution  
**Country:** Portugal  
**Division:** Accounting, Customer Service  
**Task:** Electronically file and manage order forms, invoices, sales contract and legal documents, rational complaint management  
**Benefit:** Easy access to documents eliminated time-consuming research

## Bromwall

**Industry:** Insurance  
**Country:** UK  
**Division:** Customer Service  
**Task:** Increase efficiency, reduce staff costs, easy and instant access to all documents regarding an insurance case, integrate Act! by Sage and Paperport by Nuance  
**Benefit:** Faster workflows, better service

## Heimbach Ibérica

**Industry:** Manufacturing  
**Country:** Spain  
**Division:** Sales, Technical Services  
**Task:** Gain fast access to hundreds of visit reports, quickly circulate internal documents electronically, allowing comments but no changes  
**Benefit:** Achieved cost and time savings by reducing retrieval time and providing branches abroad with access via the web

## Jack Tighe

**Industry :** Insurance  
**Country:** UK  
**Division:** Customer Service  
**Task:** Centrally store 250 invoices per day and provide several accounts departments access, speed up work processes  
**Benefit:** Improved customer service due to immediate access, all documents are up to date at all times, employees' efficiency improved



## A.B.S. Global Factoring

**Industry:** Factoring  
**Country:** Germany  
**Division:** Accounting, Controlling, Customer Services  
**Task:** Create central document pool, integration of factoring software, legal software and Tobit communication software, grant client access to archive online  
**Benefit:** More efficient processes, better customer service

## GE Capital Bank

**Industry:** Banking  
**Country:** Poland  
**Division:** Credit  
**Task:** Eliminate external storage of credit documents and provide quick retrieval  
**Benefit:** Customer service has improved immensely since credit requests or inquiries can now be handled within seconds instead of hours, days or even a week

## Krispy Kreme Nevada

**Industry:** Manufacturing  
**Country:** USA  
**Division:** Accounting, Human Resources  
**Task:** Improve the accessibility and security of A/P, A/R and HR documents  
**Benefit:** Better workflow, increased employee productivity, accessible and secure HR documents, reduced document retrieval time

## Christian Salvesen Gerposa

**Industry:** Transportation  
**Country:** Spain  
**Division:** Logistics  
**Task:** Archive more than 90,000 paper records per month, provide customer access to document pool via Internet, improve processes  
**Benefit:** Better customer service, time and cost savings, record retrieval via Internet

## Liverpool City Council

**Industry:** Government  
**Country:** UK  
**Division:** Housing Administration  
**Task:** Archiving enormous amounts of security certificates  
**Benefit:** Faster document retrieval, better customer service, reduced storage space

These and further case studies may be found in detail on our website at [www.docuware.com](http://www.docuware.com)