Case Study

CD 5140
CDC 5526

Output, document and workflow management in one package:
BODE GmbH decides in favour of UTAX as ECM basis

"The reorganisation of HyPAS-capable UTAX multifunctional systems enabled us, to optimise process-es and integrate network applications. The connection to the DMS offers us an added value, which other system manufacturers for this segment did not offer."

Joachim Greisiger, Head of IT at Bode GmbH

The challenge: Optimisation of a near optimum printer land-scape

Environmentally friendly production and a conscious use of re-sources, foresight and the daily orientation towards future demands, are important elements in the business strategy of Bode GmbH. The specialist for the development and production of elastomer pipe seals and moulds is true to these values in each field of the company, even in the conception and organisation of the corporate IT. This is appar-ent for example, in Bode's output and document management strate-gy, which has been implemented together with the partner bk docu-ments Büro & Kopie GmbH since November 2011.

The first discussions between Bode and the system house bk docu-ments over a renewal of the output systems at Bode took place in the year 2010, in the second half of 2011 the cooperation was made offi-cial anad a concept for the consolidation of the hardware and equip-ment of useful software was developed. The starting point was an as-is analysis of the existing printers, copiers and printer landscape. In contrast to many other growing companies, Bode did in not pursue over the years the typical smorgasbord of printers, copiers, fax and scanning devices purchases one after the other, but relied instead on the systems of one manufacturer. As a result, the administration and maintenance expenditure remained within limits, and the menu navi-gations and functions of the devices were also similar, meaning that the Bode employees did not have to relearn the ropes continually. Admittedly, the devices were no longer technologically up-to-date, but none of the users found this to be a serious flaw.

The concept: Assets protecting with clever software
Despite this initial situation, which was good at first glance, Jörg

At a glance

- Renewal of the former out-put management systems

- Aim: Economising and effi-cient handling

- High flexibility and integra-tion with document man-agement SCM due to open interface HyPAS

- Structured scanning / Scan2OCR as well as spe-cifically developed Scan2DMS

- Fleet management auto-mates and simplifies the administration

- Uniform drivers, menus and accessories reduce the administrative expenditure

- Connection of the systems without fax function to the fax server

Birkholz from bk documents was able to demonstrate convincingly, that a consolidation of new systems would bring further savings and new opportunities for an efficient handling of documents to the UTAX brand.

On the one hand, the UTAX multifunctional systems are character-ised by an exceptional user-friendliness, with a large touch screen and a simple menu navigation for example, and on the other hand by an extensive functionality for the output and document management. Above all however, the UTAX systems offer an open network inter-face, which is still no matter of course in the middle to low-volume A4 segment. Through these proprietary interfaces, called HyPAS (Hybrid Platform for Advanced Solutions), the UTAX multifunctional systems can be individually configured and Java and web and web service based software applications integrated, so that the functionality of the systems can be customer-specifically expanded without a server. These interfaces bring Bode a wide range of opportunities for docu-ment management, for example the structured scanning or Scan2OCR: This function automatically tags, indexes and edits scanned documents, so that they can be dealt with in the same way as digitally created documents. A full text search makes searching for specific topics or words easier. In addition, the text recognition soft-ware permits the adoption of layouts, formatting and reproduction of word and picture elements from the header to the table caption, even for multilingual documents, which is indispensable for an internation-ally operational business.

With the HyPAS interface and the structured scanning of documents via Scan2OCR, the question also arose as to whether an integration of the multifunctional system in the DMS and workflow concept at Bode would be useful. bk documents is not only specialised in printer and copier systems, but also in the conception and implementation of solution concepts for the business-wide optimisation of document processes. The system house of Schleswig-Holstein recommended to Bode the development of an appropriate interface for a Scan2DMS function in a light house project. Integration into a document or enter-prise content management system is thereby possible.

"Over the course of the concept development it showed that the UTAX systems are ideal for the implementation of a document man-agement strategy", explains Kai Wang, sales employee at bk docu-
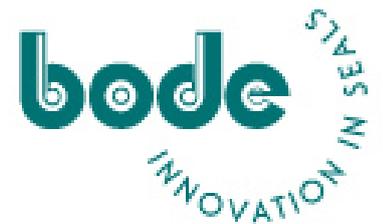
Models:

CDC 5526

CD 5140

OCR system panel

ments responsible for the project. "This is a section of the enterprise content management, which according to the industry association BITKOM is currently growing twice as fast as other IT departments. The demand is so high, because with it, the growing amount of physical and digital documents in businesses can be efficiently managed and legally processed."

The idea attracted great interest amongst those responsible at Bode: "Until then we hadn't thought about this option at all", explains Jo Greisiger, Head of IT at Bode. "A closer look at the advantages, which offer the document management system a direct interface of multifunctional systems, quickly made clear that this has to be an important part of the concept. The documents important to administration will be much easier, when they can be entered into the DMS with the matching tagging and indexation directly at the time they are scanned. Long-term archiving is also planned and on this basis, it can be well implemented."

Using the Java software interface, the multifunctional devices without a fax function were connected to a fax server. Positions with no telephone line can also be used in the same way. The central address book is taken on, so that the 120 Bode employees maintain full functionality, even if faxing is no direct function of the UTAX systems.

An additional advantage of the UTAX systems lies in its uniform equipment: Drivers, accessories, toners, etc. are identical even in different models and can be used across the whole system. The maintenance of the systems can be centrally and efficiently handled using fleet management: thus, for example, an alert is automatically sent to the system house when the toner level reaches a certain level, and the necessary material is delivered. It no longer has to be monitored by a Bode employee. Uniform drivers and other accessories simplify the administration as well. The duplex unit also brings about savings for double-sided printing and copying, as well as network printing; this is part of the standard equipment of the UTAX systems, which is being used at Bode. Pin code authentication ensures that unauthorised persons do not have access to the systems or to the data save to them.

The result is Sustainable strategy for document output and management

About Bode

Know-how, experience and optimum depth of production are the key terms for innovative development and production of elastomer pipe seals and moulds throughout the Bode GmbH. For decades the business has been developing individual solutions for the most sophisticated systems and is now the market leader in Europe for plastic pipe seals in the field of sewage, house drainage and drinking water supply.

In November 2011, the new hardware was rolled out: In total, 16 multifunctional systems were installed, 12 of which were black & white model CD 5140 systems and 4 were type CDC 5526 colour systems. With these UTAX models, 3-in-1 versions with copying, printing and scanning functionality for DIN A4 formats were used. The consolidated hardware, the fleet management and the wide-ranging functionality of the new solutions make the operation of the output systems considerably more efficient. However, the biggest advantage from the users' and system house's point of view is the proprietary HyPAS interfaces of the UTAX multifunctional systems:

"Cost efficiency is not only achievable through a direct reduction of printing costs, but also through a central administration and a clearly defined document workflow," explains Fabian Borchardt, who is responsible for the project at Bode in the IT Services field at bk documents. "For us as a system house, central to each concept is the integration of hardware like printers, copiers, scanners and fax machines into the business applications of our customers. The resource-saving creation and processing, as well as a well organised output and archiving of documents protects company values. We were able to realise this at Bode with expansions of the HyPAS basis such as Scan2DMS and fax server connection."

Even after the roll-out of the new multifunctional systems and the software platform, bk documents and Bode continue their cooperation in the further development of their strategy. The aim is to sustainably and continually optimise the complete output environment and the document management, without lowering control, document quality and service.

"We revise our workflows again and again in project teams", says Jo Greisiger. "These change with the business, it is hence a constant, ongoing process. Thanks to the newly created software platform, we have the necessary flexibility to model and further develop these changes in the workflows. Thus, the investment in new multifunctional systems of UTAX are a sustainable solution for us."

About UTAX:
The UTAX GmbH with its base in Norderstedt near Hamburg has specialised in the sales of high-quality printer and copier systems. The extensive product portfolio comprises of hard and software, such

A quality management system, certified according to ISO 9001:2008, is the basis for constant further development of existing processes. With that, Bode professes to an environmentally-friendly production, which is above all, safeguarded with the conscious utilisation of resources.

http://www.bode.eu

as copier, printer and multifunctional systems (MFP) for the office workplace up to large surface systems for professional applications. Customised concepts as well as integrated consultation for efficient document management in businesses are provided with the UTAX Document Consulting concept. In Germany, the brand UTAX is distributed across a net of over 200 authorised distributors. The business operates internationally in over 40 countries of the EMEA region. Approximately 130 employees are working for UTAX, and the business is an affiliated company of TA Triumph-Adler GmbH.

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bk documents
The optimisation of document processes have priority for bk documents. From the marketing of printer and copier systems to the implementation of solution concepts such as archiving or scanning solutions. For this purpose, bk documents has developed an integrated concept, which aims at a long-term and confident partnership with the customers. The bk documents services comprise of the technical service, IT consulting, training, facility and roll-out management as well as financing.

http://www.bk-documents.de

Alexander Flamboe and Jörg Birkholz, the management at bk documents