

*At this group of companies, more and more processes are being digitized with the help of document management tools. The digital transformation is expanding across the company - from Purchasing and Invoice Receipt processes to Sales and their quote generating process to Human Resources.*



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**Heiko Raue, who heads up IT at KLEiN-Umformtechnik, Netphen-Deuz, collaborated with the company's Lean Management team used a DMS overhaul processes company wide:**



“DocuWare paid for itself immediately, especially when it helped us overcome the challenges of transitioning to remote work quickly and easily during the pandemic. We experience the benefits of working with it on a daily basis, whether it’s in order processing or in research and analysis, because the system doesn’t forget anything. It even reminds us about tasks that need doing.”



- Location:** Germany
- Industry:** Manufacturing
- Deployment:** On-Premises
- Department:** Finance, Purchasing, Sales, Distribution, Management, Human Resources, Company-wide
- Integration:** SAP R3 EHP7, MS Outlook, custom sales solution

**The KLEiN Group manufactures complex sheet metal parts as well as highly specialized industrial tools. With DocuWare, administrative processes are transparent and always up-to-date.**

KLEiN Umformtechnik is quickly becoming one of the leading sheet metal manufacturers in Europe. The company specialises in products with complex requirements that international competitors do not have the expertise to make.

In addition to mass-produced components, KLEiN also supplies customers with highly specialized tools. About 75 percent of their business comes from the automotive industry. For example, Adient, one of the largest car seat manufacturers in the world, uses KLEiN products.

Renowned appliance manufacturers such as Miele and Vaillant are also part of their customer base.

#### **Safe through the Corona crisis**

In 2018, just in time to withstand the impacts of the pandemic, the company's management team decided to modernize all of its administrative processes. In addition to automating processes, reducing search times and increasing transparency, an important goal for introducing the DMS was to

support their distributed workforce at two locations 500 kilometers apart.

Because of their existing IT infrastructure and in-house IT team, the decision was made to use a DocuWare on-premises solution. Several Fujitsu fi-7160 scanners were purchased for scanning paper documents.

After the selection process and preparatory work conducted by their DocuWare Partner, they began by implementing the DMS in the Purchasing department on January 1, 2020. Here all procurement processes needed to run smoothly - from ordering office supplies to machine parts - at both locations. This was often cumbersome and error-prone pre-DMS, when paper documents had to be searched for in file cabinets and then shared or transferred between office locations. Today, this is all handled with a tremendous degree of transparency in the DMS. Employees who are authorized users have all the data available immediately allowing them to seamlessly complete any task.

#### **Integration of SAP, Outlook and in-house development**

KLEiN works with SAP as their ERP system, in version R3 EHP7. Providing an interface

*"If things move too slowly, you lose efficiency. If a paper-based purchase transaction has to be transferred to another person this means extra costs, time and delays in order processing."*

*"Whereas in the past, Purchasing often searched for invoices or orders from the department itself or at the request of other departments. Today, all employees involved go into the system themselves and retrieve the document they are looking with a simple search."*

between SAP and DocuWare was a “must-have.” Automatic filing of documents generated by the SAP system increases efficiency as well as the security of their processes. Automatic central filing ensures that invoices, order confirmations, delivery notes, incoming and outgoing orders are instantly and widely available. Their Outlook integration ensures that emails belonging to a process are archived.

A self-developed solution for their Sales department, which is used to generate proposals, is also integrated with DocuWare. KLEiN also added digital personnel files to their system. Thanks to the scanning service of their DocuWare Partner, all documents were imported into the file cabinet, so that Human Resources processes could be digitized.

#### **Digital Personnel Files**

According to KLEiN, the fast search, increased efficiency and transparency of workflows are significant improvements brought about by the

DMS, the company now benefits more regularly from early payment discounts. And thanks to the DMS, according to their employees, nothing can be overlooked or forgotten.

*“We appreciate the fact that we were able to add features without work disruption and that new features are added through regular updates.”*



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