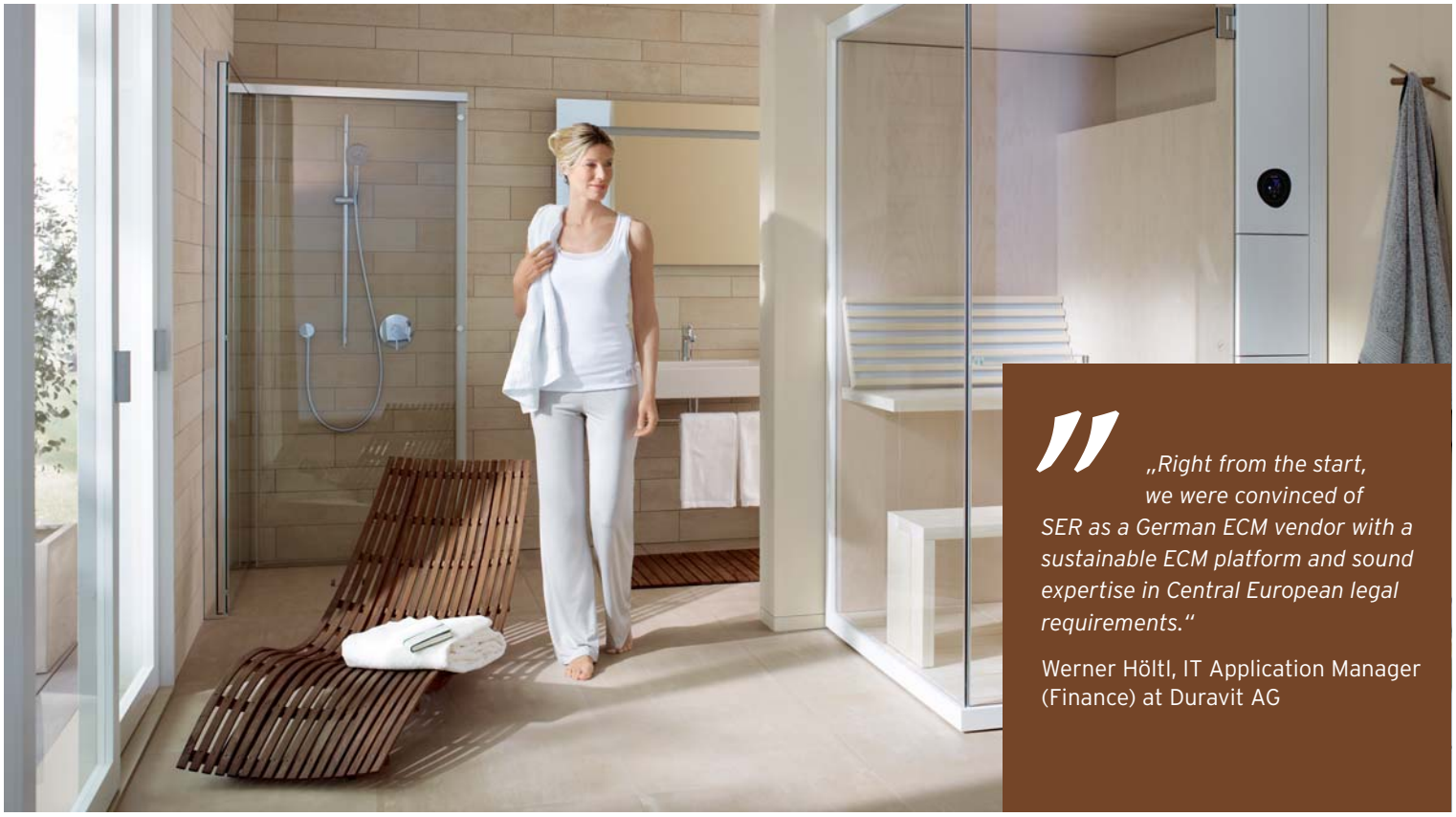
SER GROUP

BEST PRACTICE



> *„Right from the start, we were convinced of SER as a German ECM vendor with a sustainable ECM platform and sound expertise in Central European legal requirements."*
>
> Werner Höltl, IT Application Manager (Finance) at Duravit AG

COMPANY	Duravit AG
TOPIC	ECM with archive, DMS and electronic records, plus server-based email archiving
INDUSTRY	Sanitary
EMPLOYEES	Approx. 5,800
REVENUE	Over € 432m (2015)
HEADQUARTERS IN	Hornberg, Germany
INTEGRATION	Infor ERP, Lotus Notes, Microsoft Office
PROJECT ROOM	Worldwide

DURAVIT

CHALLENGES

- The old archive had reached its limits
- Extensive communication in specific areas
- Insufficient authorization structures
- Fulfill regulatory requirements for documents critical to business

TARGETS

- Sustainable electronic archive
- Cross-location, secure access to all business documents of a customer/supplier
- Detailed authorization assignment for transparency and security
- Audit-proof eArchiving of revenue-relevant documents (also emails)

SOLUTIONS

- Doxis4 archive, e.g. for orders, invoices
- Electronic customer and supplier records with automatic data transfer from the ERP system
- eRecords with comprehensive authorization concepts
- Server-based and audit-proof email archiving

PROJECT OVERVIEW

STARTING POINT

As one of the most dynamic corporate groups of the sanitary industry, Duravit produces sanitary ceramics, bath furniture, bathtubs, wellness products and accessories for the international market. Due to its expansion and the significant increase in document volume, the archive system in use had reached its limits. That's why Duravit decided in 2011 to look for a more modern and sustainable alternative. In light of SER's extensive expertise in ECM, Duravit chose to go with Doxis4. Since then, Doxis4 along with other eRecord solutions and server-based archiving were set up throughout the international company.

WHY SER

- German ECM vendor with over 30 years experience; develops its own software solutions "Made in Germany"
- Strong know-how in legal and European ECM requirements
- Unicode-capable Doxis4 for international, cross-location deployment

SOLUTIONS

Doxis4 iECM suite with an archive, DMS, workflows, eRecords, email manager, SmartOffice and SmartNotes

INTEGRATION

ERP (Infor), Lotus Notes, Microsoft Office

DOCUMENT VOLUME

- Currently approx. 25m documents in the archive; 1-2m new documents per year
- Daily over 5k documents transferred from the ERP system to Doxis4

USERS

Approx. 700 Doxis4 users

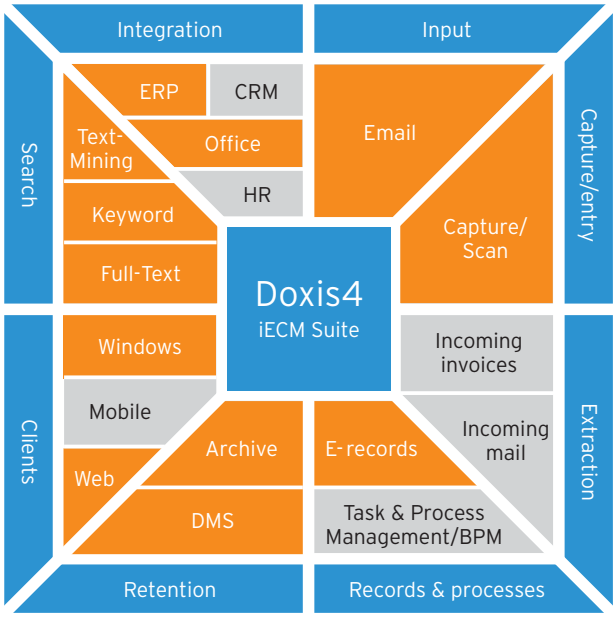
IMPLEMENTATION

- **2011:** Start: Replaced the old archive with Doxis4 iECM suite incl. archive and DMS
- **2012:** Migrated 20m documents to Doxis4
- **2012:** Introduced electronic customer records connected to the ERP system (interface from Infor to Doxis4), SmartOffice and SmartNotes
- **2013:** Doxis4 scan function and archive connected to available Lotus Notes workflow to automate inbound invoice processing
- **2014:** Launched server-based email archiving
- **2015:** Launched electronic supplier records
- **2016:** Implement further record solutions with Doxis4 (quality and product management records)

BENEFIT

- Transparent, cross-location view and access to relevant business documents in Doxis4
- Simplified and faster communication between departments thanks to bundled customer/supplier information in electronic records; therefore also improving accountability e.g. in sales
- Audit-proof long-term archiving of revenue-relevant documents

Doxis4 MODULES



Doxis4 modules used by the Duravit AG are highlighted in orange