DOXIS



> "Thanks to the integrated migration concept, we were able to move about 20 million documents across gradually and successfully, during live operation."
>
> IT Application Manager (Finances), Duravit AG

DURAVIT

Company	Duravit AG
Area of application	ECM with archive, DMS and electronic files, plus server-based email archiving
Industry	Manufacturing — sanitary ceramics and bathroom products
Customer since	2011
Employees	Around 5,800, almost 700 of them Doxis users
Integration	Infor ERP, Lotus Notes, Microsoft Office
Project scope	Worldwide

Challenges

- A decade-old archive at its functional limits
- Document volumes rising across 120 countries
- No way to control who could see which documents
- Requests between locations answered by hand

Targets

- Secure migration of the legacy archive during live operation
- A file structure with a clear authorization concept
- One ECM platform for worldwide, multilingual use
- Audit-proof handling of revenue-related documents, email included

Solutions

- Doxis ECM with archive, DMS, workflows and electronic files
- Electronic customer and supplier files with Infor ERP connection
- Server-based, audit-proof email archiving
- Scan function and archive connected to the Lotus Notes invoice workflow

Project overview

Starting point

Duravit has been making bathroom products since 1817, when it began as an earthenware factory in Hornberg, Germany. Today it employs around 5,800 people, manufactures in seven countries and sells into more than 120. That growth brought a matching rise in documents, and the archive the company had run for over a decade was reaching its limits. It had never been designed for a business operating in this many countries at once, and because some documents existed only on paper, answering a request from another location meant a lot of manual searching. Working with an independent ECM consultancy, Duravit drew up its requirements for a replacement, with the most weight on a secure migration of the legacy archive and a file structure with a proper authorization concept.

Reasons for Doxis

- In-house software development, able to meet global legal requirements
- Comprehensive functionality across archiving, files and workflow
- Multilingual capability for worldwide deployment
- A proven concept for migrating a large legacy archive during live operation

The Solution

- Doxis ECM: archive, DMS, workflows, electronic files and email manager

Integration

- Infor ERP, Lotus Notes and Microsoft Office

Volume of Documents

- Around 25 million documents in the archive, growing by one to two million a year
- More than 5,000 documents transferred from the ERP system every day

Users

- Almost 700 of Duravit's roughly 5,800 employees

Implementation

- Legacy archive replaced with the Doxis suite, including archive and DMS
- Around 20 million documents migrated during live operation
- Electronic customer and supplier files connected to Infor ERP
- Doxis embedded in Microsoft Office and IBM Notes, so documents file from where people work
- Scan function and archive linked to the Lotus Notes invoice workflow
- File system rolled out worldwide, then extended into quality and product management

Benefits

- 20 million documents migrated step by step, with no interruption to daily work
- Sales and purchasing teams worldwide reach any customer or supplier document their permissions allow
- Customer files populate themselves as documents and index values arrive from the ERP system
- Employees drag spreadsheets and emails straight into the right file from the tools they already use
- Inbound invoices are digitized, barcoded and approved, with the full history linked to the archived copy
- Audit-proof email archiving keeps revenue-related documents compliant with retention regulations

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www.doxis.com