SER GROUP

BEST PRACTICE



> *„To make things easier for our colleagues, the new ECM solution was supposed to be user-friendly and to enable easy access to the available CAD drawings and their versions. Doxis4 fulfilled these demands in every regard."*
>
> Klaus Behrens, Head of IT
> at Raffinerie Heide GmbH

COMPANY	Raffinerie Heide GmbH
TOPIC	Document and business process management
INDUSTRY	Power generation, oil refinery
EMPLOYEES	500
REVENUE	2.7bn euros (2014)
HEADQUARTERS IN	Hemmingstedt, Germany
INTEGRATION	SAP
PROJECT ROOM	Germany

RAFFINERIE HEIDE

CHALLENGES

- Re-starting Raffinerie Heide as an independent company in the Klesch Group after the merger required it to have its own IT system landscape with an SAP system and ECM solution
- The existing electronic drawing archive needed to be replaced; the entire data portfolio (ca. 100k drawings) needed to be migrated quickly

TARGETS

- Create uniform and secure document management and archiving
- Build platform to manage document-supported business processes
- Introduce electronic records to simplify work with documents and create greater transparency in existing documents

SOLUTIONS

- High performing and easy-to-operate electronic archive for technical drawings
- SAP archive
- Electronic records
- Electronic contract management
- Invoice auditing workflow
- Project authorization workflow

BEST PRACTICE

PROJECT OVERVIEW

RAFFINERIE HEIDE

STARTING POINT

After leaving Shell, Raffinerie Heide GmbH changed from being a pure production location for diesel, heating oil and airplane fuel to being an independently operating company. Re-starting Raffinerie Heide as an independent company in the Klesch Group after the merger required it to have its own IT system landscape with an SAP system and ECM solution. The new ECM solution was supposed to be more user-friendly than the old system and enable easy access to the available CAD drawings and their versions. Raffinerie Heide decided in favor of the iECM suite Doxis4, which was also supposed to create a platform to handle document-supported business processes.

WHY SER

- Doxis4 fulfilled the need for user-friendliness in every regard
- Already before the project assignment, SER proved that it was able to quickly and easily migrate legacy documents to Doxis4
- Doxis4 allows users to take the "design-by-doing" approach to achieve solutions

SOLUTIONS

The Doxis4 iECM suite, integrated into SAP with modules for archiving, DMS, workflows and eRecords

INTEGRATION

SAP via the ArchiveLink interface and RFC, interface for the project budget planning system

DOCUMENT VOLUME

Legacy data migration: 100,000 drawings; invoices received, ca. 15,000 processes per year, approx. 500 eRecords

USERS

300

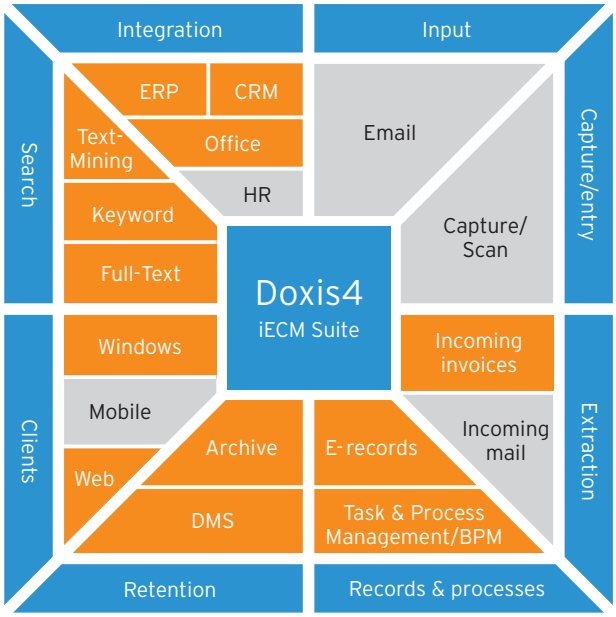
IMPLEMENTATION

- 2013: over 100,000 technical drawings migrated in just 2.5 months
- The drawing archive was used first in the departments for technical projects, maintenance and production with approximately 60 users. With further solutions in use, Doxis4 is now deployed in all organizational units
  - Q1/2014: workflow-managed invoice auditing and SAP integration with ArchiveLink
  - Q2/2014: eRecord for contract management
  - Q3/2014: three further record solutions, e.g. for shipping documents and contract management
  - Q1/2015: Doxis4 as a document repository for SAP with automatic follow-up indexing
  - Q2/2015: project approval workflow

BENEFIT

- The documents are not only archived, but also actively used in daily work because Doxis4 finds them easily and organizes them in eRecords
- Shorter lead times for documents with Doxis4-supported workflows
- No more private archives: The users realize that documents are much easier and faster to find with search assistance such as the quick search function, e.g. directly in emails or other applications or with the full-text search function
- Users have been asking for further record and workflow solutions with Doxis4

Doxis4 MODULES



Doxis4 modules used by the Raffinerie Heide GmbH are highlighted in orange