SER

BEST PRACTICE



Photo: Studio Toelle

> *"The electronic construction record system allows comprehensive information on the progress of construction to be obtained quickly and is decisive in helping to speed up processes."*
>
> Jörg Borgstädt, IT,
> Stadtwerke Bielefeld

COMPANY	Stadtwerke Bielefeld
AREA OF APPLICATION	Electronic construction records
INDUSTRY	Energy and water supply
EMPLOYEES	2,200
REVENUES	740 million
REGISTERED OFFICE	Bielefeld, Germany
INTEGRATION	SAP PM (maintenance), FelixX (invoice processing)
PROJECT SCOPE	Administration at Stadtwerke Bielefeld

Stadtwerke Bielefeld

THE CHALLENGE

- Inconsistent document storage systems in the different departments
- Lack of an overview of the whole process: "Where is the document? Where is the record?"
- All process-related documents are not collected
- Interface problems between SAP and FelixX

THE OBJECTIVES

- Uniform and consistent records processing in all organisational units
- Fast, flexible access to records at all times
- Reliable deadline monitoring for documents and records
- Concurrent access to documents for all those involved in the process

THE SOLUTION

- EBA – the electronic construction record system
- Integration with SAP PM and FelixX (software for costing, tender invitation, contract awarding and invoice processing for maintenance and network construction)

BRIEF PROJECT DESCRIPTION

Stadtwerke Bielefeld

INITIAL SITUATION

The handling of construction work at Stadtwerke Bielefeld is a complex process involving many different people and a high volume of documents. From the problem report (or also customer or maintenance orders), via the creation of an order in SAP to execution and invoice processing, a large number of documents are involved for which there is no uniform, structured means of storage in the departments involved. As the basis for uniform, structured document storage, constant access and the desired process improvements, it was decided to introduce an electronic construction records system that would be closely integrated with SAP PM (for maintenance) and FelixX (for invoice processing).

REASONS FOR SER

- Flexibility in taking into account the specific requirements of Stadtwerke Bielefeld
- Easy integration in SAP PM and FelixX
- Creation of Stadtwerke-specific solution on the uniform Doxis4 iECM platform

THE SOLUTION

Electronic records system on the basis of Doxis4 with electronic archiving of data and documents

INTEGRATION

SAP PM, FelixX

VOLUME OF DOCUMENTS

Currently 4,000 records/40,000 documents

USERS

Around 100 users

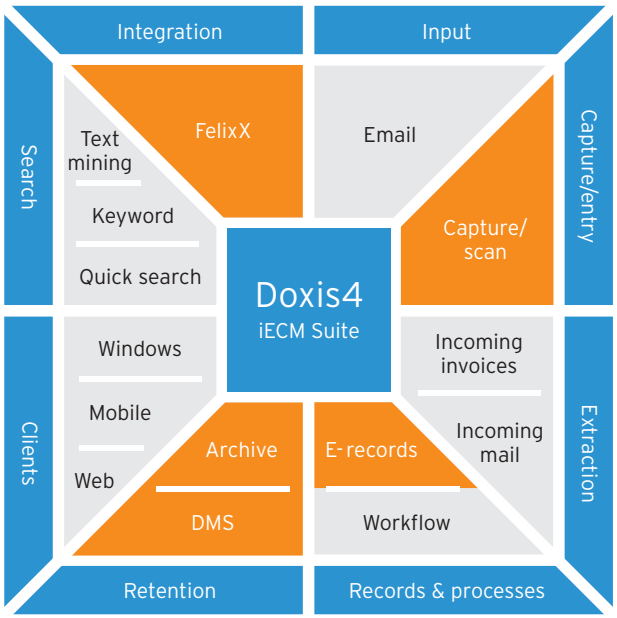
IMPLEMENTATION

Progress of construction work: If a problem is reported (e.g. a problem with a service connection), an inspection order for an installer is created in SAP PM. If a repair is required, the work is planned, an order is placed with an external company, and a construction project and order number are created in SAP. At the same time, the electronic construction record is automatically created in Doxis4. The order data from SAP, accounting-related data from FelixX and all the associated documents from external companies and all the departments involved are collected in the electronic construction record. Thanks to seamless integration between the systems, access is possible from SAP, FelixX or Doxis4. Changes in SAP and FelixX are automatically transferred to the construction record, such as when a construction project number and order number are created in SAP or a FelixX number is created.

BENEFITS

- The amount of monotonous work involved in searching and storage is reduced
- Access to records at any time and from anywhere
- Documents can be edited and sent easily (paperless process)
- Process support through deadline monitoring and resubmission of documents and records

Doxis4 MODULES



Doxis4 modules used by Stadtwerke Bielefeld are highlighted in orange