# BEST PRACTICE



> *"Working with paper records is now almost inconceivable for our staff."*
>
> Thomas Steiner, ECM project manager in the Organisation department at EDEKA Nord

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| **ORGANISATION** | EDEKA Nord |
| **AREA OF APPLICATION** | Professional property management with electronic records |
| **INDUSTRY** | Retail |
| **EMPLOYEES** | 5,700 (2013) |
| **REVENUES** | 2.5 billion euros (in 2013) |
| **REGISTERED OFFICE** | Neumünster, Germany |
| **INTEGRATION** | Lotus Notes and Microsoft Office |
| **PROJECT SCOPE** | Northern Germany |

## THE CHALLENGE

- Unclear organisation of existing documents
- Large volume of records with orders, acceptances, logs, etc.
- Existing stock of around 500 folders of records
- Digitisation of 64,000 paper documents

## THE OBJECTIVES

- All object-related documents directly accessible
- Documents in electronic property records can be made available quickly and easily in a paperless process
- An uncomplicated process for taking electronic property records out of the office
- Online access to property records

## THE SOLUTION

- Electronic property records
- Email archiving for IBM Notes
- Archiving of Microsoft Office documents
- Mobile access via web client

BEST PRACTICE

# BRIEF PROJECT DESCRIPTION

## INITIAL SITUATION

Property management at EDEKA Nord forms a separate department of around 30 staff. For every property there is an – often very extensive – record containing plans, contracts, current invoices, etc. The work of the staff in the property management department involves frequent trips to the stores they look after. Before going on these trips, the staff have to compile the documents required for the project in physical reference files to take with them. Instead of carrying heavy briefcases full of orders, acceptances, logs, etc. with them everywhere, the staff should be able to use a check-out/check-in function to transfer the electronic property records for their stores to their notebooks and then edit them there.

## REASONS FOR SER

- A successful business relationship with SER for many years
- Expertise and adherence to deadlines
- The flexibility of an SME based in Germany

## THE SOLUTION

- Electronic property records on the basis of DOXiS4 Records Management
- Doxis4 archive (content repository) with full-text searching
- Smart Notes for email archiving from IBM Notes
- Smart Office for archiving of Microsoft Office documents

## INTEGRATION

IBM Notes, MS Office

## VOLUME OF DOCUMENTS

Around 64,000 documents of up to 10 pages were migrated to the electronic folder structure of the property records.

## USERS

All 30 property management staff

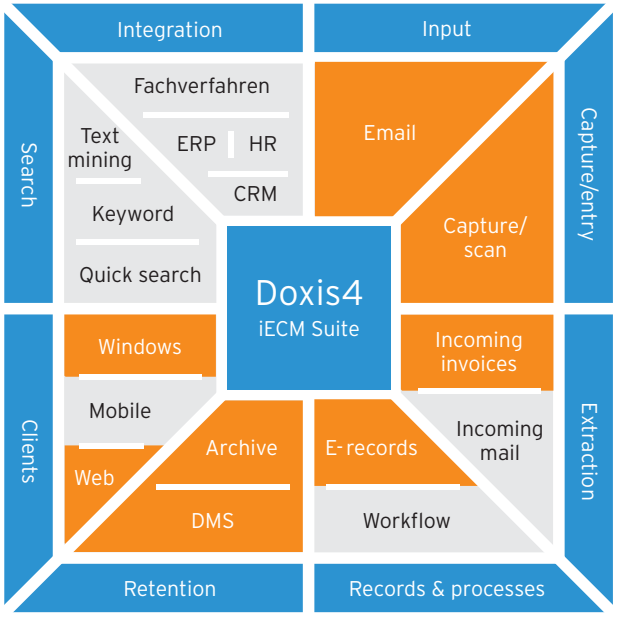
## IMPLEMENTATION

The electronic property record system was introduced with electronic folders for correspondence, contracts, excerpts from the commercial register, maintenance contracts, etc. Migration of the record documents. Remote access to the records over the Internet. As planned, individual records were initially taken out of the office by means of a check-in/check-out function. Subsequently, this system was replaced with remote access over the Internet. Each property manager thus now has a notebook with a USB dongle that provides secure access to the company's headquarters in Neumünster.

## BENEFITS

Property managers now travel light with nothing more than a notebook. It is no longer necessary to compile a lot of physical reference files. Online access to the property records means that property managers have access to the documents they require at any time and from anywhere.

## Doxis4 MODULES




Doxis4 modules used by Edeka Nord are highlighted in orange.

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