SER GROUP

Eissmann Group Automotive



A digital mindset with ECM

- Digital processes throughout all business ecosystems
- Global collaboration via the Doxis4 supplier iRoom
- Symbiotic implementation of ECM and SAP
- Security: Zero-mistake policy/poka-yoke approach to production and information management

BEST PRACTICE Eissmann Group Automotive

The company

Eissmann Group Automotive, a leading supplier of the automotive industry, is based out of Bad Urach, Germany and has 5,000 employees working across 12 locations. The international supplier produces complete vehicle interiors, trim components and shifter modules. With revenues of 470 million euros in the fiscal year 2017, the family-owned and independent company has been steadily growing since its foundation in 1964. It has become an important development and production partner to automotive manufacturers. Eissmann has taken on the challenge of establishing its IT strategy worldwide as an integral component of the value-creation processes of its internal departments and among vehicle manufacturers.



Management summary

Company-wide and consistent information management was Eissmann Group Automotive's goal when it chose an ECM system in 2010. The key users were included in the multi-stage evaluation process which concluded with the selection of SER and its Doxis4 enterprise content management platform. Since then, the positive collaborative relationship between Eissmann and SER has resulted in numerous Doxis4 solutions: a digital archive, automated invoice processing with Doxis4 InvoiceMaster, numerous eFiles and workflows, and the Doxis4 supplier iRoom. The excellence of the latter, a collaboration solution, has already resulted in two awards. More and more departments of Eissmann want to work with Doxis4 solutions. Consequently, further projects are in the planning phase – for example, a quality management manual. By continuously extending its ECM platform, Eissmann is instilling a digital mindset throughout the business ecosystem and thus fulfilling its international digitalization strategy.

Eissmann Group Automotive



Project facts and figures

TOPIC:	A company-wide digitalization strategy based on an ECM platform
CUSTOMER:	Eissmann Group Automotive, Bad Urach, Germany
INDUSTRY:	Automotive industry
EMPLOYEES:	5,000 employees worldwide
CUSTOMER SINCE:	2012, continuously extended since then
SER SOLUTIONS:	Complete SER portfolio: Doxis4 as a company-wide platform with various eFiles, DMS and BPM, SAP data and document archive, EDI archiving, automated inbound invoice processing, iRoom-based supplier portal, Doxis4 mobileCube
INITIAL SYSTEMS:	Hierarchical file system, ERP – Infor XPPS and SAP
HIGHLIGHTS:	Simultaneous launch of ECM and SAP; award-winning Doxis4 solution for collaboration with suppliers
USERS:	2,300 employees and several thousands of external business partners through the collaboration solution, the Doxis4 supplier iRoom
DOCUMENT VOLUME:	4.2 TB archived documents (as of July 2018), growing every day by 700 to 800 documents/document files







ECM strategy:

An eye for the overall picture, a love of detail

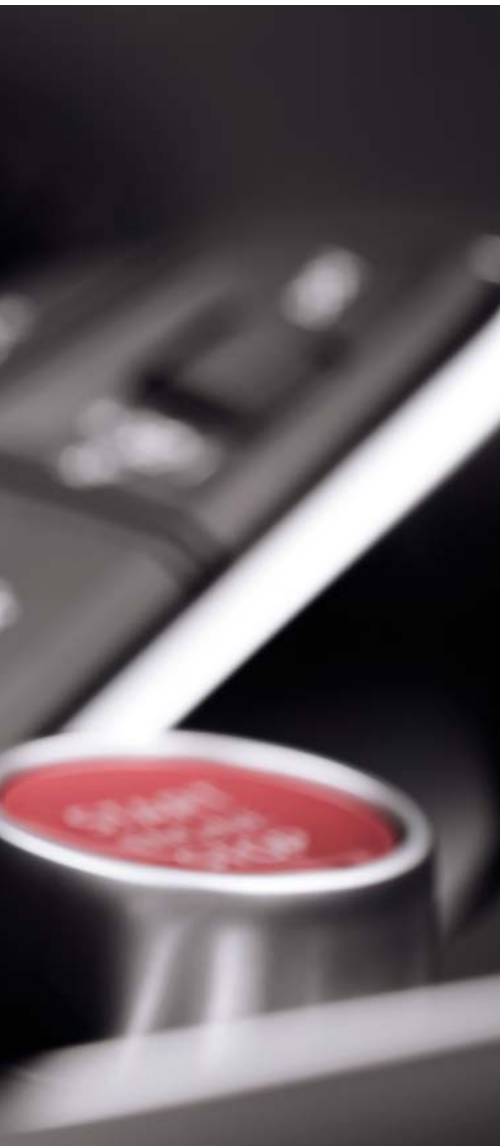
Tradition and innovation are the cornerstones of the automotive supplier Eissmann, which has been a success story for over 50 years now. "An eye for the overall picture only comes with a love of detail" – with this motto, Eissmann's management team reflects not only its product philosophy, but also its ECM strategy. The company aims to facilitate efficient and IT-supported work procedures throughout the company. It also wants to provide all information throughout its business processes in an economical and paper-free way, without media disruptions. For all of these reasons, Eissmann sought an ECM software vendor that provides much more than DMS and archiving solutions. It also wanted a fully integrated ECM platform that supports cross-department processes with eFiles and workflows and that gives employees the option of mobile work, e.g. to archive images in production via iOS tablets. The international company placed great value also on the flexible extendibility and multilingual capability of the ECM platform, which form the foundation for its successful international market positioning and for continued growth.





"The holistic and transparent approach to processes is a key reason why the continued existence of isolated solutions is not longer wanted."

Cornelius Hilbig,
Head of Digital Services/IT,
Eissmann Group Automotive

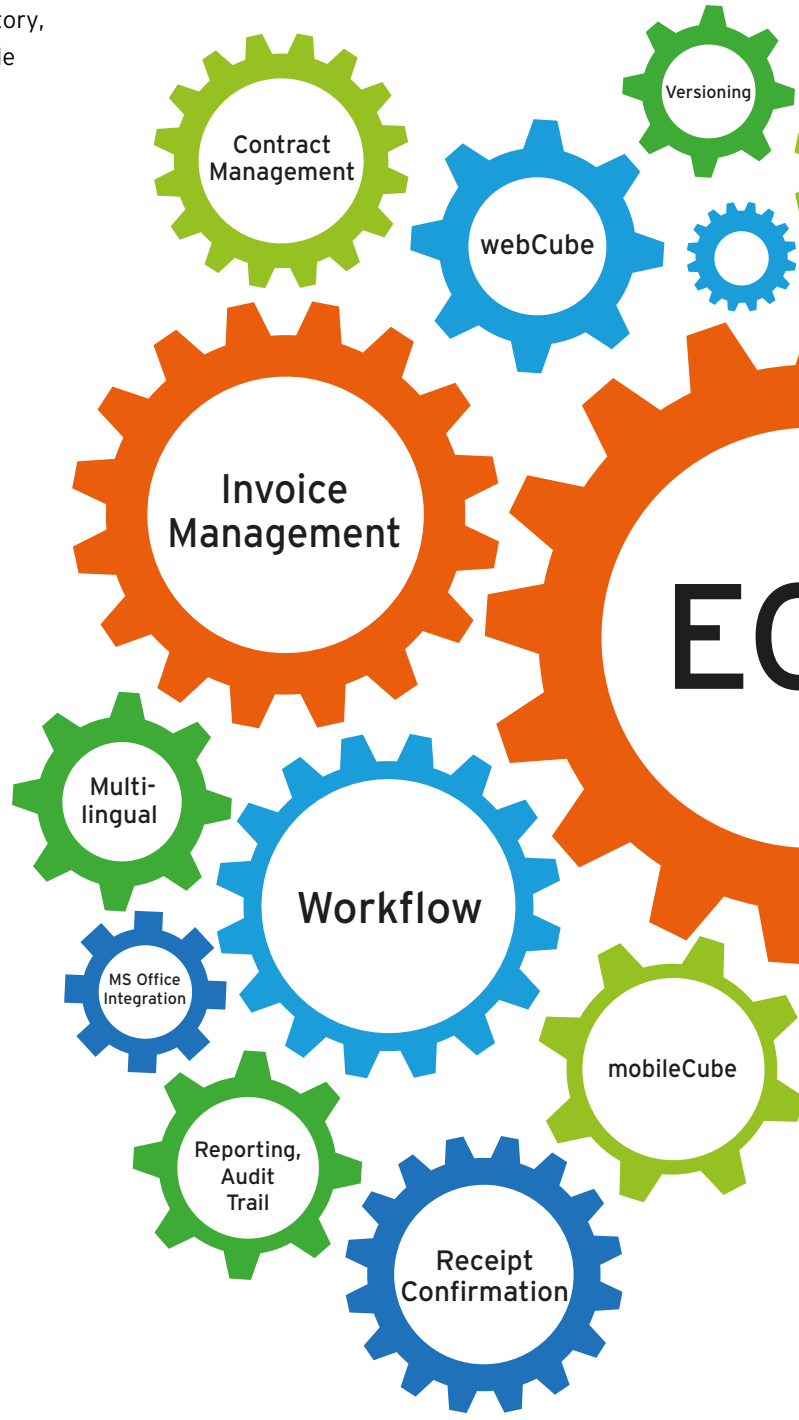


Quality assurance is an important goal at Eissmann. That's why one of the primary requirements of the ECM system was that it constantly logs and archives the status of all processes. As the ECM strategy was being developed, it quickly became apparent where information was located within the company and how it could be collected and redistributed using the ECM platform. What's more, the successful implementation of the ECM strategy can be attributed in no small part to Eissmann's culture of collaboration in which knowledge is shared rather than guarded. Eissmann's entire business ecosystem is supposed to be interconnected based on this approach: a collaborative ECM platform that facilitates processes and secure information sharing between all internal areas and with external partners.

ECM that unites usability with strategy

In 2010, Eissmann combined methodologies such as the SWOT analysis (strengths, weaknesses, opportunities, threats) with practical considerations to select an ECM platform. It incorporated future key users from various departments into the evaluation process of the possible systems. They also used a four-field matrix to define the functional, non-functional, legal and technical requirements for the ECM system. Over the course of a day-long workshop, the top three vendors were assessed based on these requirements. The result: Over 90 percent of those involved in the selection process voted for SER.

SER's ECM platform Doxis4, with its central content repository, builds a basis of information for all areas of Eissmann. The wide range of services offer solutions for managing and providing information throughout the value-creation chains: eFiles for various areas, workflows to manage frequently occuring tasks, mobile and collaborative work plus archiving of SAP data, EDI log files and machinery data. With these diverse options, it quickly became clear that giving Eissmann's ECM strategy a new direction would pay off: Instead of the original plan to just archive documents in an audit-proof way, Eissmann decided to include the implementation of end-to-end digital processes based on a company-wide ECM platform.

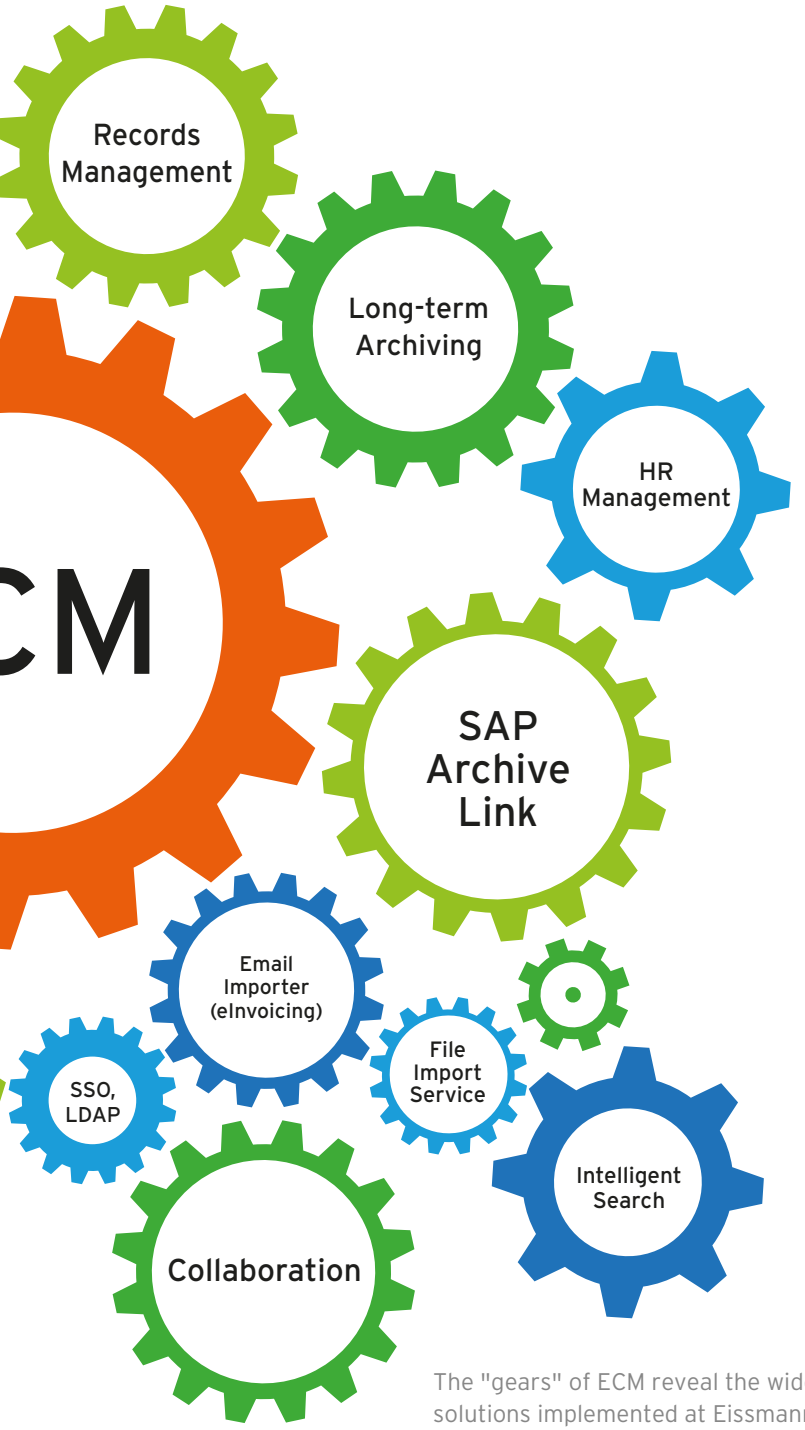


Parallel ECM and SAP launches generate added value

The ERP migration of Infor XPPS to SAP took place parallel to the implementation of the comprehensive ECM strategy. One major advantage to the simultaneous launch of SAP and Doxis4 was that several Eissmann key users were involved in both projects. They contributed a deep understanding of the interdependent processes. The parallel launch of SAP and ECM may have taken a greater amount of labor resources, but it generated considerably higher added value. "A separate implementation procedure and adapting the processes defined in SAP to the ECM requirements would have been much more difficult than a symbiotic procedure involving everyone concerned," emphasizes Cornelius Hilbig, Head of Digital Services/IT at Eissmann.

"The eFiles project was an immediate success."

Cornelius Hilbig, Head of Digital Services/IT,
Eissmann Group Automotive



The "gears" of ECM reveal the wide range of ECM solutions implemented at Eissmann.

Eissmann places great value on always being able to work with the current versions of SAP and SAP HANA. Since Doxis4 has SAP-certified interfaces, switching to the latest SAP versions is never a problem. Both systems are seamlessly integrated with one another, which is a must to roll out solutions internationally. Currently, the introduction of SAP and Doxis4 InvoiceMaster in Mexico – also factoring in the local legal requirements – is being planned.

The Doxis4 supplier eFile, the first eFile of the project, is one example of how ECM and SAP operate together. With Eissmann's knowledge of how supplier processes work in SAP, it was able to apply this to fulfilling the requirements of the supplier eFiles and of archiving supplier documents in the ECM system. Thanks to the seamless integration, users don't even notice that they are using the Doxis4 archiving function while working in SAP.

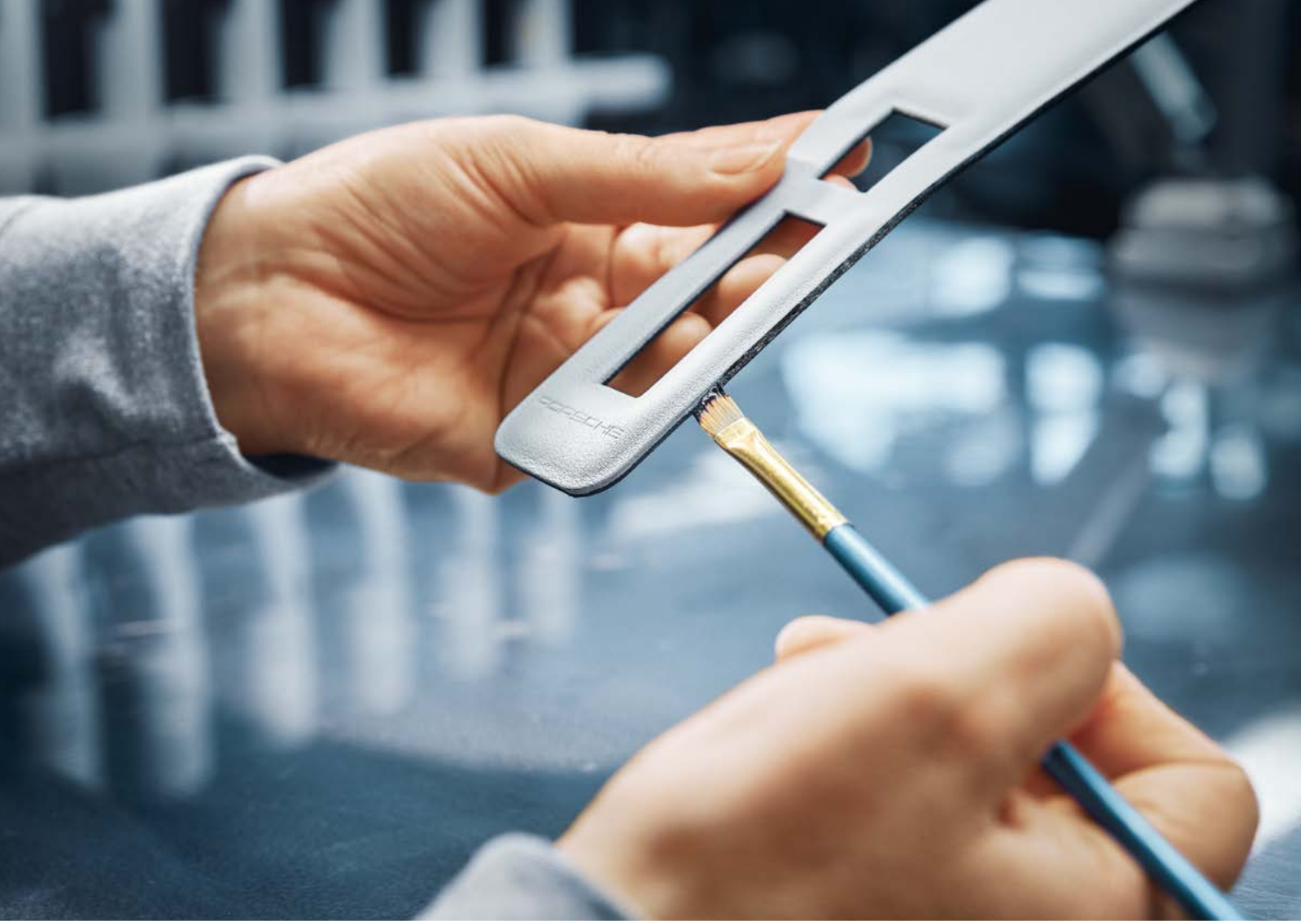
Another important usability aspect is the deep integration in Microsoft Office, where the majority of the documents are generated. Users can use most of the Doxis4 ECM functions directly out of Microsoft Office. For example, it is possible to search for or file documents.

Convinced in no time

Eissmann's employees have grown accustomed very quickly to the new working world. Paper documents and files were digitized and are now available in one click. At first, it was a little strange for Eissmann's employees not to be able to get their hands on the paper versions, as they had before. But the employees soon realized that although the paper may have disappeared, the processing options are essentially the same, or rather, there are even more of them. Thanks to the extensive annotation tools, they can digitally highlight text, add a stamp or a comment, and so much more. The usability, the time advantages of not having to switch between media, and the direct access to information have helped to quickly cast aside their concerns.

The users were immediately impressed with the advantages of working with eFiles when they saw their direct practical use. For instance, when searching for a specific delivery note, users are shown not only the desired document, but also all of the related content from the case/transaction process. With a consignment note in a supplier eFile, the employees can also find the related offer, the purchase order, the requirement approval and possibly the specifications for logistics with an acceptance report. Another big advantage: All of this information is accessible today across all departments with a process-oriented approach. Based on their own past experiences, Eissmann's team knows how much time they save now compared to



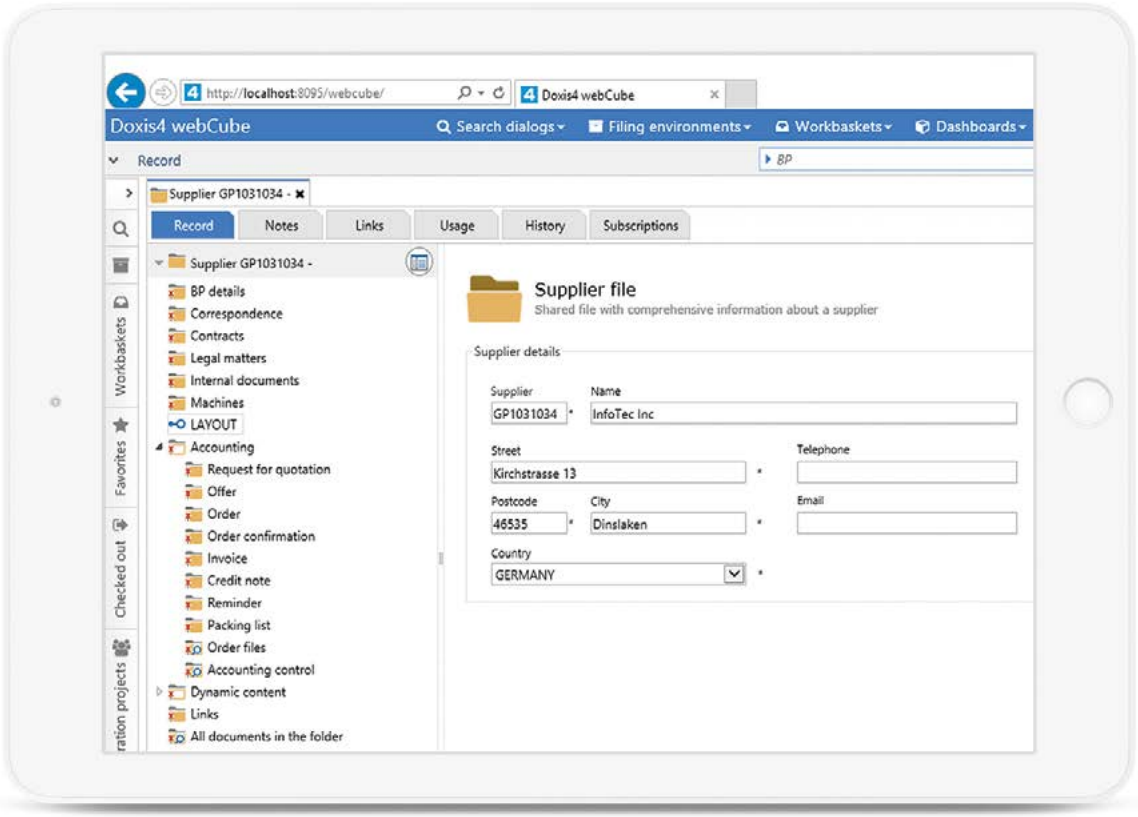


previous paper-based work; case and transaction processing is much faster. With Doxis4, each employee saves on average over 100 hours every year on document searches alone!

The zero-mistake policy

Eissmann operates according to a zero-mistake policy, which is guided by the concept of poka-yoke. It is particularly relevant in the design, inspection and production of safety-related elements. For example, in a car, an airbag must inflate safely and reliably in the event of an accident. This also applies, of course, to Eissmann's patented air bag weakening process for surface materials. The functional requirements, including the design guidelines for invisibility, posed a major challenge – in particular for leather elements, which are considered to be technically highly complex. The seamless functionality is constantly being ensured through testing and inspections. To fulfill the customer's documentation requirements, Eissmann archives the plant and machinery data (log files) for every part of the production chain.

All airbag production data is directly transferred from the machinery in the production process to the Doxis4 File Import Service (FIPS), where it is archived in an audit-proof and immutable way. This production data is available for inspection at any time and can be referred to as proof of properly manufactured parts. This also gives Eissmann security in liability issues.



The supplier eFile has a cover sheet that displays detailed information about the business partner, e.g. general supplier information, purchasing data and supplier reviews

Digital Leader Award & Best of Industry Award for the Doxis4 supplier iRoom

With the successful roll-out of the ECM platform throughout the company, Eissmann knew what its next goal was: to ensure that the digital processes are tapping the entire business ecosystem. Based on the Doxis4 supplier eFile, SER and Eissmann set up the Doxis4 supplier iRoom. The web-based collaboration solution connects the Purchasing department of Eissmann with its suppliers. Both sides have access to an international and readily available basis of information for documents, multimedia files and task management. For example, suppliers can upload images of their tools directly into the iRoom, where Doxis4 assigns them to the integrated supplier eFile and securely archives them. Automated workflows also remind the suppliers to update their certificates. These can likewise be filed in the iRoom, where Purchasing has direct access to them. This means that it's no longer necessary to send documents and image files per email. Manually monitoring deadlines is also a thing of the past. Eissmann's Quality Management team also benefits from the collaboration solution: It provides supplier reviews in the iRoom regarding quantities supplied, material quality, punctuality, etc. Here, the suppliers can acknowledge having read the review. Everything is documented transparently and securely at all times.

The international collaboration solution is also breaking new ground: The Doxis4 supplier iRoom has won both the Digital Leader Award 2017 and the Best of Industry Award 2018 for its software project innovation. The iRoom is an important component in the digitalization of Eissmann's entire business ecosystem, as Cornelius Hilbig points out: "Digitalization offers new possibilities for collaboration that go beyond value chains. Thanks to the collaboration solution, the supplier iRoom, we've succeeded in expanding our digital mindset to our suppliers."

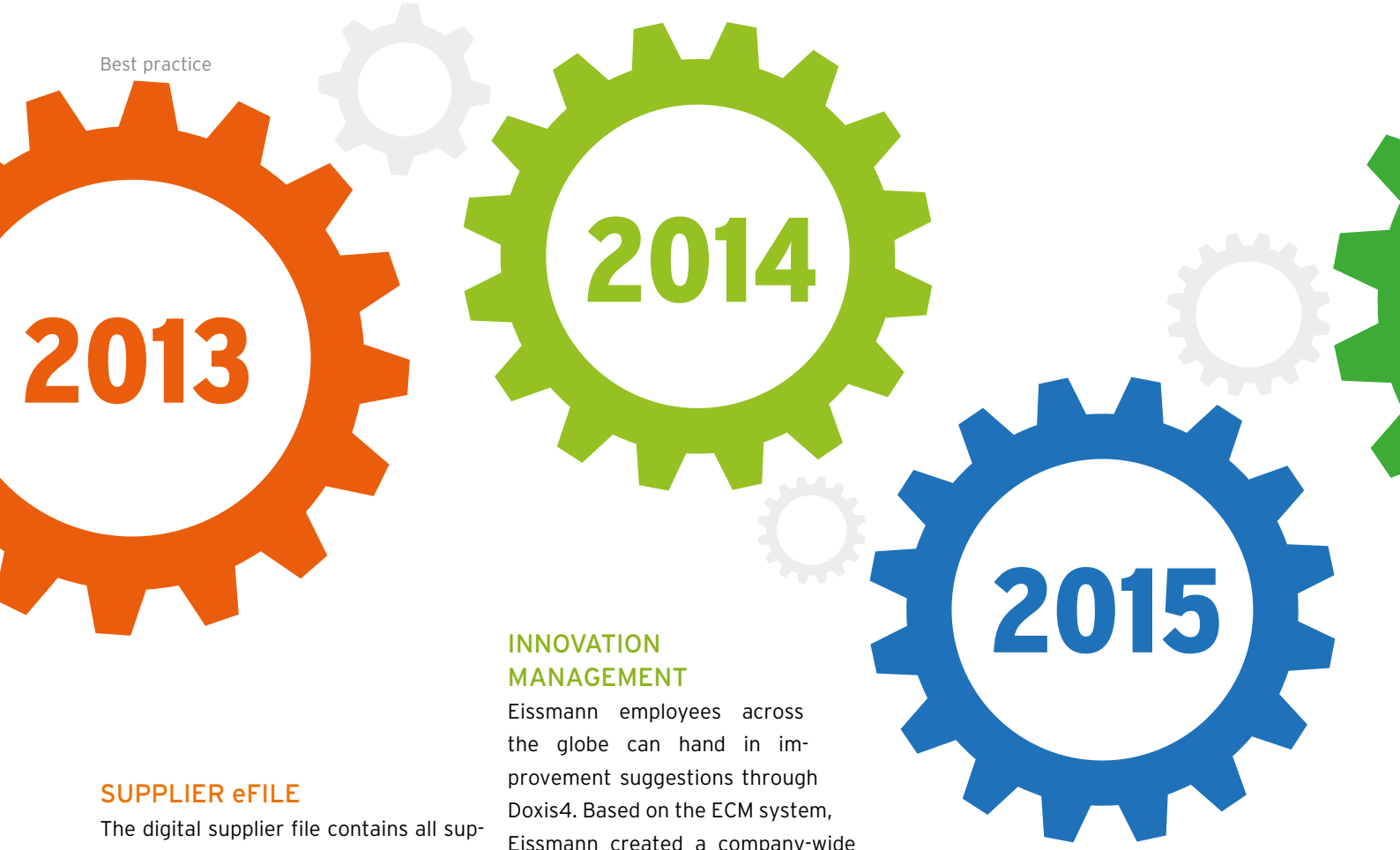
Eissmann also applies its zero-mistake policy to information management. Its vision is to utilize previously untapped knowledge in processes to continuously improve Eissmann's market position. According to the policy, when employees log on to Doxis4, they are only shown dialogs and selection boxes that are relevant for their work. Such security-related features ensure that documents are not accidentally filed in the wrong folders or information pools of other departments or given the wrong metadata. For a document such as a delivery note, only the related metadata is offered automatically for preselection in the selection boxes.

International roll-out

Eissmann had a highly positive experience rolling out Doxis4 and SAP simultaneously at the headquarters in Bad Urach. Since then, the international roll-out has been taking place. Once SAP is set up at a location, ECM is launched three months later. The Doxis4 ECM solutions are implemented based on the newly established SAP data. This symbiotic approach helps Eissmann to fully tap the added value. The team, comprised of internal experts, works directly on site to contribute and build on their project experience. Consequently, Eissmann is steadily fulfilling its company-wide, multinational and multilingual digitalization strategy.



From left to right: Jair Godschalk (SER Regional Office Manager), Cornelius Hilbig (Head of Digital Services/IT at Eissmann Automotive), and Florian Riesch (Eissmann's ECM Solution Architect) at the award ceremony for the Digital Leader Award.



SUPPLIER eFILE

The digital supplier file contains all supplier information such as orders, delivery notes, invoices, price information, communication and contracts. Since going live, the supplier eFile includes 124 document types and over 19,000 documents. After the supplier eFile was successfully launched, further departments requested their own eFile solutions.

AUTOMATED INBOUND INVOICE PROCESSING

The Doxis4 InvoiceMaster represents all processing steps of inbound invoices: reading invoices, extracting data, validating, transferring data to SAP, verifying invoices and logging them in the Doxis4 invoice monitor. Invoices are verified through a workflow with Doxis4 InvoiceMaster SAP Control (S). Employees issue releases through the Eissmann web application. With the SER solution implemented in Germany, the Czech Republic, the US and Mexico, Eissmann is prepared to fulfill legal eInvoicing standards.

INNOVATION MANAGEMENT

Eissmann employees across the globe can hand in improvement suggestions through Doxis4. Based on the ECM system, Eissmann created a company-wide platform to manage its continuous improvement processes.

CONTRACT MANAGEMENT

The contract eFile is deployed for a wide range of contract types for all kinds of departments: contracts for purchases, leasing, frameworks, maintenance, financing and services. It brings together all documents relevant to the contract and monitors dates and deadlines. It ensures proper contract processing and follow-up though additional workflow functionalities.

PROJECT eFILE

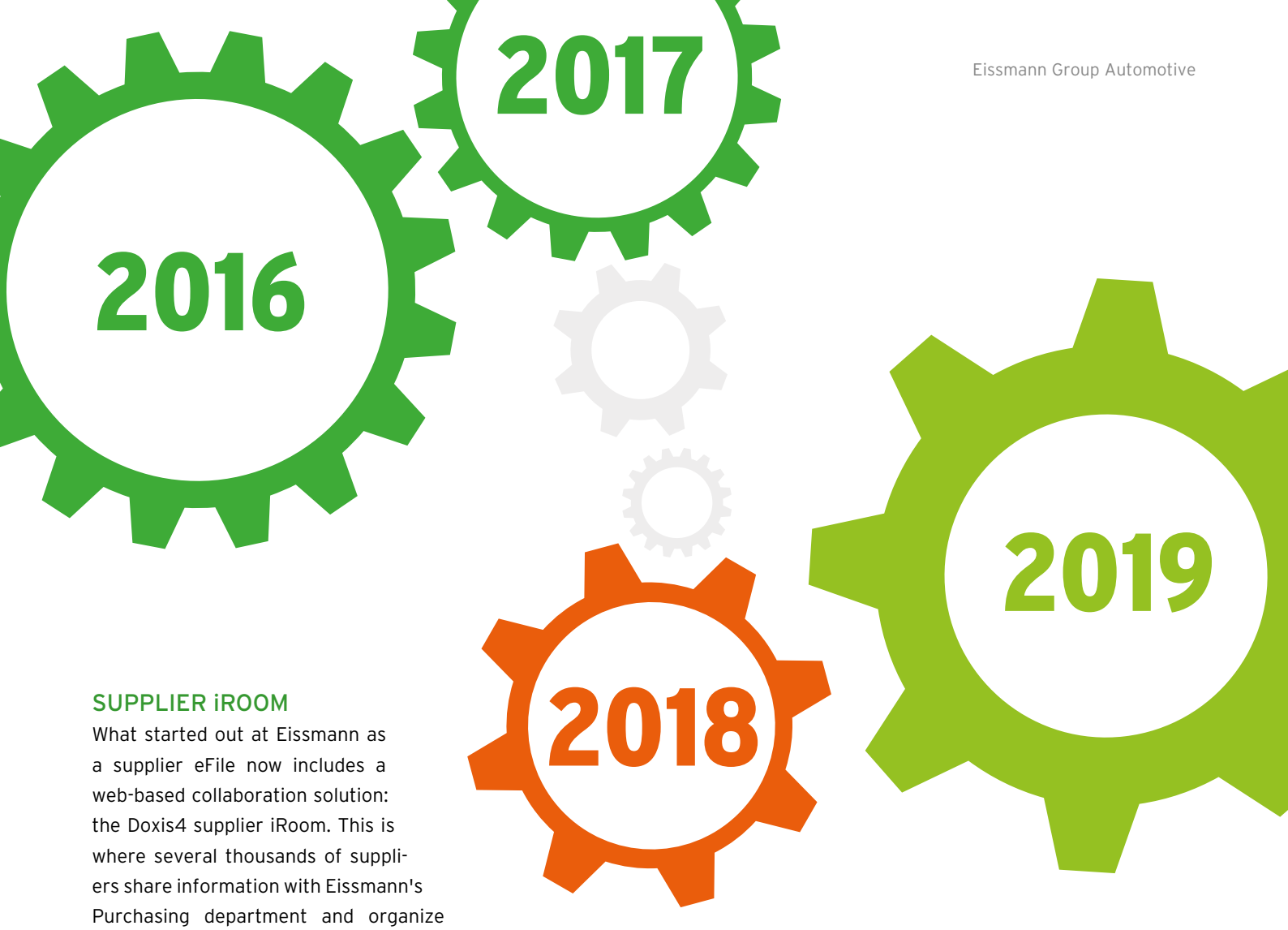
The flexibly deployable project eFile supports the highly project-centric business with automotive manufacturers. It forms the foundation for daily business by automatically monitoring deadlines of documents, e.g. deviation permission, and informing employees automatically about pending expirations. The IT team also uses project eFiles – e.g. for the international SAP roll-out.

RECEIPT CONFIRMATION

Invoices for goods delivered outside of the EU are not subject to German VAT. To benefit from this tax exemption, Eissmann must demonstrate (according to section 17a, paragraph 2 of the German VAT Act) that the goods have been received by the recipient. The Doxis4 confirmation of receipt solution offers a comprehensive standard tool to manage, process and archive these receipts.

IT eFILE

Each Eissmann employee has an IT eFile that contains all information and documents about the employee's IT equipment. These documents include training material, manuals, etc. They form the central source of information for those working the IT hotline.



SUPPLIER iROOM

What started out at Eissmann as a supplier eFile now includes a web-based collaboration solution: the Doxis4 supplier iRoom. This is where several thousands of suppliers share information with Eissmann's Purchasing department and organize their joint tasks. Doxis4 supports them with automated notifications, deadline management and archives all information securely in the integrated supplier eFile.

MOBILECUBE

Eissmann's employees use Doxis4 mobileCube to scan production orders and to archive images. On an iOS tablet, for instance, production employees can digitally capture finished components before sending them to the customers. Doxis4 automatically archives these images. Eissmann plans to extend Doxis4 mobileCube to other areas – for example, to travel expense accounting.

EDI PARTNER eFILE

Eissmann set up digital files for new EDI partners using Doxis4 BPM. These eFiles contain all related documents and EDI log files organized in their context and archived in an audit-proof way.

IT MOBILE PHONE eFILE

To manage the iPhones distributed to employees, plus the related contract periods, Eissmann uses mobile phone eFiles. As a file-in-a-file solution, it is integrated into both the IT eFile and the personnel eFile.

ACCIDENT eFILE

Accident reports from employees contain personal data that must be stored and protected according to the EU GDPR. Doxis4, as an ECM solution that is EU GDPR-certified, enables Eissmann to manage this information in a way that is traceable and compliant with data protection regulations.

PERSONNEL eFILE

Digital personnel files bring together all information about Eissmann's employees. It is a file-in-a-file solution that includes, for example, the car fleet eFiles and mobile phone eFiles. Onboarding and offboarding processes are also supported by Doxis4 BPM. Beyond that, the personnel eFile enables Eissmann to conduct employee skill management.

QUALITY MANAGEMENT

The Quality Management department plans to launch the Doxis4 QM manual. It guarantees complete transparency throughout all editing, approval, release and publication processes of QM documents. In an audit, transparent documentation makes it possible to check all documents and processes in connection with each other.



"With ECM from SER, each employee saves on average over 100 hours every year on document searches alone!"

Cornelius Hilbig,
Head of Digital Services/IT,
Eissmann Group Automotive

A company-wide digital mindset

Over the past several years, Eissmann has grown steadily to achieve a leading international position as a supplier of the automotive industry – all of which would never have been possible without pursuing an ECM strategy and a clear focus on customer processes. Since launching SER solutions in automated inbound invoice processing in 2013, more than 170,000 invoices have been processed in six company codes (averaging 110 invoices per day). Many of these invoices are given subsequent payment release through Eissmann's web-based payment release process. More and more company areas are benefiting from the diverse range of Doxis4 solutions and are actively asking for them. One of Eissmann's goals is to use mobile devices more to support processes and information, e.g. in collaborative work with external partners, in production and in other departments.

In the future, the Doxis4 solutions will be gradually extended and the uniform ECM strategy will be further developed, establishing a company-wide digital mindset.



Eissmann Group Automotive

Discover SER!

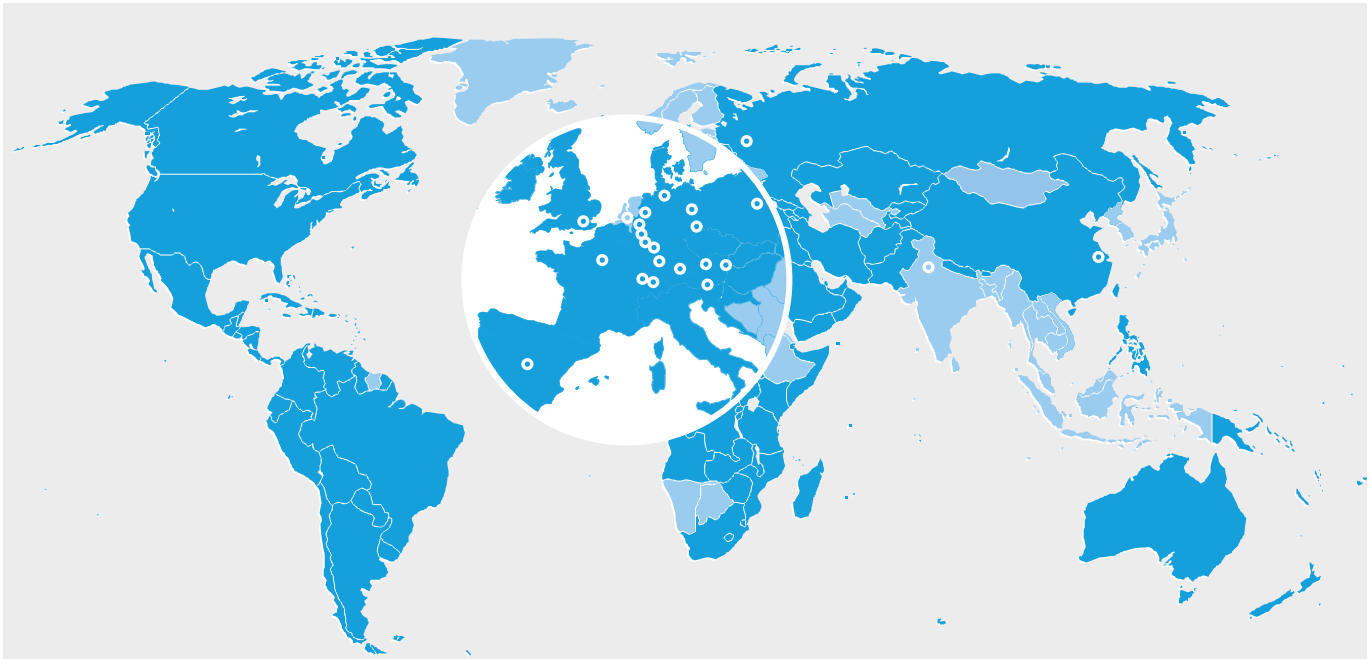
- SER is one of the top five software-only ECM vendors worldwide*
- A "Challenger" in Gartner's Magic Quadrant for Content Services Platforms 2018
- A "Strong Performer" in Forrester's ECM Waves
- Europe's largest independent ECM software vendor**

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Find out more about our SER Group offices at www.ser-solutions.com/locations

The countries marked in dark blue have 1 of the 12 languages supported by Doxis4 as their official language.

*Measured by revenue according to the Market Share Analysis: Enterprise Content Management, worldwide, 2014 (Gartner)

**SER is the number one vendor of ECM software in terms of turnover, gross profit, operating profit and number of employees (according to recently published figures).

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