



Info

Blackwell's Book Services

The quality of customer service has increased and each department has become more productive.

Blackwell's Book Services (BBS) is located in Oregon, USA, with offices in New Jersey and England. The company is a subsidiary of Blackwell's, a family-owned chain of retail book stores in the UK established in 1879.

Each time the USA branches received a delivery of books, the invoices and packing slips for the delivery were shipped to the accounting office in Oregon (about 1500 invoices a month.) They receive 2,000-3,000 orders a week that were all manually entered into the order processing system. These documents were archived on microfiche, and the fiche mailed back to the branch on a weekly basis.

Their challenges included spending over 2,000 hours a year looking for information and managing "identical" microfiche files at each branch. BBS wanted a solution offering a scalable, non-proprietary, user-friendly, multi-site system with low administration costs that would allow employees and vendors to securely access information quickly and easily regardless of location.

Today, incoming invoices and customer orders are captured and automatically stored in DocuWare. Outgoing invoices and statements are automatically stored when printed and another DocuWare module provides secure access to all information over the Web.▷

DocuWare 4.6

Highlights of a New Version

Some exciting new features and many detail improvements enhance DocuWare version 4.6

Form stamps were developed to help streamline data capture and drive workflow processes. To track the booking and filing of accounting documents, and make sure that everything is conducted error-free, we've expanded the program's usability and security functions. Tablet-PCs are now completely supported: aside from highlighting and adding annotations, you can now also put handwritten signatures on documents and integrate them into a company's workflow procedures.

Maintaining retention guidelines within the framework of records management is another process which has been considerably simplified. And last but not least, a new setup module eases centralized installation and the updating of network workstations.

■ Jürgen Biffar



Fresh Face

Dear Reader, you are now holding a new *DocuWare info*, one which recently received a vibrant design makeover. It's actually the fifth design update since I took over as editor 10 years ago. Thank goodness that human beings are a bit more adept at changing than, let's say, a newsletter design or even software. And people seem to last longer and need fewer updates. So I'm happy to remain a steady companion to *DocuWare info* and to you as we develop together. Working on *DocuWare info* is always interesting since it is filled with changing topics and software news. And even when change isn't always easy – working with new versions can sometimes be tedious when you start – eventually you know you'll be able to save loads of time once you get a feel for a new set of powerful tools. At DocuWare, we always keep this in mind while we continue to develop our products. As a result, we are introducing DocuWare 4.6 to you today.

But we can all agree that it's nice to have a few things that don't change and remain consistently good. This category includes the authors who have been contributing to *DocuWare info* – many for the past 10 years. It's still fun to work together on this project and I'd just like to take one brief moment to say...thanks!

Yours, *Michaela Wienke*
Michaela Wienke

case study

▷ Blackwell's Book Services

Everyone at BBS has benefited. Frustrations on the part of employees and customers have been eliminated because questions are resolved before hanging up the phone.

Each department has become more productive, allowing for future growth without adding additional personnel. Employees are more satisfied and less likely to leave, which reduces personnel overhead costs. And very important to BBS: the quality of customer service has increased dramatically, strengthening customer relations.



BBS sees the benefits of a more satisfied and efficient workforce. They see that increased customer satisfaction enhances their competitive edge and will result in greater sales. DocuWare has significantly contributed to Blackwell's philosophy that innovation is what makes them a leader.

■ Greg Schloemer

user corner

DocuWare for Accounting

Faster processes help reduce purchasing costs, increase cashflow

The accounting department is the main hub for DocuWare today. Documentation and document retention are just a few of the good reasons for implementing an electronic document management system here.

DocuWare helps companies eliminate endless hours of hunting down documents and takes back precious office space from bulky file cabinets and shelving units. But the key to the product's success is how it streamlines core

accounting processes, such as invoice verification, AP and AR accounting, monthly controlling of cost centers and travel expense administration. These are immensely improved by a savvy document management system.



You save time, money and space

Through instant access to the right documents, you not only save time and office space – your company can also speed up invoice verification to take full advantage of early payment discounts.

■ Max Ertl

University of Milan

More Time for HR Services

Imparting knowledge to students in over 70 fields – that's the objective of 4,500 colleagues from teaching, research and administration at the University of Milan.

The university's HR department also banks on leading edge technology – they use DocuWare. Previously, re-



sponding to queries took an average of 30 minutes: searching for documents in a remote storehouse, copying and sending them to individual institutes scattered all over the city.

Today this process only takes 30 seconds. Payroll and other documents are available at the push of a button from a central document pool. The intranet connects all institutes with the administration office and enables staff members to even search for their documents



themselves. HR team members are, of course, pleased about this streamlined approach and the investment is paying off with savings in time, materials and mailing expenses.

■ Mario Crippa

corporate info



Valuable Information for Customers
DocuWare customers receive additional information, helpful tips and other goodies along with the *DocuWare magazine* per e-mail. Of course you'll be seeing in the next months how we update all of our publications and, of course, our Internet presence to reflect the new corporate design.

■ Max Ertl

A New Look for DocuWare

We've taken a big step to re-engineer the look, feel and content of our long established corporate design, and given it all one unified appearance.

Our approach touched on everything from creating a consistent layout concept to how we can best accommodate changing information needs. The DocuWare logo – now in a darker blue – was only slightly altered. And a

new color palette which is both modern and friendly, yet also solid and reliable, graces everything you will now see.

We've also reworked *DocuWare info* to make it easier for you to grasp the most important, relevant information with one glance. The articles themselves are geared to meeting your needs as a reader looking for insight into DMS and DocuWare.





User Magazine

Announcing a new e-mail magazine designed exclusively for DocuWare users. This new publication provides interesting and informative articles about relevant DocuWare applications and technology as they relate to you and our industry. The magazine's subject matter is divided into categories for system administrators, users, and management making it simple for the reader to find the articles that are of the most interest to them.

This publication was already introduced in the German marketplace and has been extremely well-received by DocuWare users. The magazine offers the benefit of timely and relevant information organized in a format that works for you. The February 2004 premier edition will highlight the features of DocuWare 4.6. Enjoy!

■ Max Ertl

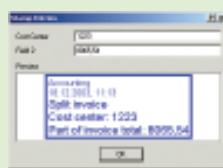
real life

Quick Invoice Verification

The approval process for incoming supplier invoices as managed by DocuWare saves money and time: early payment discounts are met without risk of false payments, and the search for records somewhere lost in circulation is eliminated.

DocuWare uses tools for this workflow process that everyone is accustomed to from the paper world: cost center stamps, approval stamps as well as pending files. After invoices are scanned, they are assigned to a cost center in the accounting department. DocuWare provides users with an electronic cost center stamp. With the mouse, you select a stamp and then place it anywhere suitable on the invoice.

Depending on the design of the stamp, a user might be asked to enter a cost center number. If the invoice needs to be split between multiple cost centers, a stamp will be added for each cost center reflect-



ing the portion of the invoice for which it is responsible. Then the invoice will immediately appear in the folder of the responsible Cost Center Head, who can then click on the document to display it, showing the cost center stamp.

To approve the invoice, the Cost Center Head can use an approval stamp. Since this contains an electronic signature, it will prevent any further changes to the document. Now the approved invoice will show up automatically in the accounting department's folder, ready for payment.

One beneficial aspect of this DocuWare workflow solution is its transparency: scanned records all reside in a DocuWare file cabinet and can be accessed by anyone who is authorized. With electronic stamps, it's possible with one quick look to see who did what and when. And the best news: setting up a verification process with DocuWare is extremely easy.

■ Jürgen Biffar

fax - coupon

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- Please contact me to discuss the benefits of DocuWare for my company.

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