

ECKD implements workFlow for document-based business processes

Electronic control and monitoring of paper document-based business processes was what ECKD GmbH wanted when they contacted SI Software Innovation GmbH. "We had recognised that the automation of our internal workflows would result in undreamt of benefits for office and business routines," explains Thomas Rieder of ECKD GmbH.

ECKD GmbH is the acronym for EDV-Centrum für Kirche und Diakonie (IT Centre for the Protestant Church and Welfare Services). The data centre company provides services in the areas of IT services, finance, regulatory reporting and human resources. ECKD GmbH is headquartered in the Rhein-Main area (Offenbach) and has branch offices in Kassel and Suhl.



ECKD headquarters Offenbach (Source: www.eckd.de)

With LDMS/p workFlow powered by JobRouter SI GmbH had the correct solution for a cross-departmental workflow coupled with a document management system.

Process structuring

LDMS/p workFlow has been in operation at ECKD GmbH since May 2007. Implementation commenced with a simple, internal process: applications for leave. The key features of this process are: selection of the period of time and the person covering; application; approval or refusal; information to HR and the applicant. In the past this procedure was carried out using paper-based forms. The application for leave was passed on by hand from the applicant to the person requested to provide cover; to the department head; to the managing director and then to the Human Resources department. Depending on the constellation the application for leave passed through many different hands before being approved. The HR department then filed the paper

application in a ring binder. The applicant had no feedback as to the status of his application. The potential for errors was high and the processing time was long. Not to mention the disadvantages of a paper archive, which will not be discussed here.

Smooth process flow

Today an application for leave is made electronically: the applicant logs into the workFlow programme and enters the desired duration and type of leave in an online form before selecting the person to cover for him. By clicking onto the "Send" button the application is then forwarded to the person requested to provide cover. Parallel to this they are also informed by email regarding the ongoing application for leave. After the person chosen has confirmed that they can provide cover the application is automatically sent to the division manager. He or she can then also approve or refuse the application. The managing director and HR department are informed regarding this decision by means of a short memo. Once the applicant has received his or her superior's approval for leave on the dates specified in the application he or she can make a final decision whether to make a formal application for leave or not. The application is not made available to administrative personnel or entered into the holiday/leave diary until this application has been made.



Thomas Rieder, Division Manager Human Resources, ECKD GmbH

"When structuring the workflow processes we learned not to direct attention to the single individuals but rather to the competence which is required at the corresponding stage of the process.

At the outset we compiled graphic representations of all processes and realised how many steps were required,” explains Thomas Rieder. The goal was to make the processes as comprehensive as necessary to allow the users to find their way through them as easily as possible.

Simple instead of complicated

35 employees at the three locations Offenbach, Kassel and Suhl are currently working with LDMS/p workFlow. Their acceptance of the application is high thanks to its user-friendly, simple processes.

The electronic procedure for processing of an application for leave is significantly simpler and faster than the previous procedure. Just a few mouse clicks are required to make an application and complete the process. The approvals procedure is always transparent for the applicant, who can find out the current status of the processing procedure. Filing in ring binders is superfluous.

The automation of business processes causes documents to pass through all departments concerned in the correct sequence, thus in turn meaning that they can be quickly processed by the relevant person responsible. The processing times for documents are reduced – an effect which is also intensified thanks to the simple user functions such as batch processing and the representative procedure.

The flow of information between employees, departments and locations is improved. The employees concerned are automatically informed about upcoming tasks by email.

The individuals responsible for processes can monitor all procedures and, if necessary, can intervene. Every procedure is automatically documented and can, if required, be stored in the archive in a legally compliant manner. It can thus be accessed again at any time required.

Compliance with deadlines is guaranteed. If a time overrun occurs various escalation phases can be activated immediately such as, for e.g., a notification to a superior.

LDMS/p workFlow is Web based and uses the Microsoft SQL database. Since no additional software is required simple, fast installation is guaranteed. The implementation of business processes using LDMS/p workFlow is simple; requires very little time and is possible even without detailed programming knowledge. No special software is required for display: compilation of new procedures or changes to existing ones can be carried out via a standard browser.

Subsequent to the implementation of the “application for leave” process using LDMS/p workFlow ECKD is currently involved in the process of analysing additional document-based processes to facilitate their electronic mapping.

Since LDMS/p workFlow can be used both for in-house and external document-based business processes in the near future the company also plans to carry out processes with suppliers and business partners electronically.

F A C T S

SI Software Innovation GmbH was founded in 1996 - by a team of developers working for the IT service providers ICR and EDS.

Some of the employees have been successfully working on company-wide list and document management since 1986.

Today, the company is a powerful partner for DMS services and offers comprehensive solutions in the fields of

- Output management
- List distribution management
- Document management
- Scanning services & archiving management

Large Documents Management System is a robust and reliable solution for large-volume lists and the bulk processing of various kinds of electronic documents.

The central availability of all documents in one archive on the host helps to reduce infrastructure costs and enhances the efficiency of business processes.

LDMS ensures the clever management; quick availability and safe storage of all of the company's documents.

Client solutions are customised – thanks to a modern architecture and a modular structure.