

Four years' experience with central administration for part-timers

## Successful management of 6.3 million part-timers

Some 6.3 million part-timers employed by around 1.8 million employers are registered with Deutsche Rentenversicherung Knappschaft-Bahn-See (German Pension Fund Mining-Rail-Sea = KBS; [www.kbs.de](http://www.kbs.de)). The companies SI Software Innovation GmbH and Océ Deutschland GmbH cooperated to implement a document management system for the processing and archiving of registration data in just three months. The system captures incoming and outgoing documents and archives them in a legally compliant manner.

One of the central points of the "Hartz Reform" of the German employment market was the regulation of part-time jobs: part-timers no longer have to obtain a certificate of exemption from the tax authorities and employers pay total social contributions at a fixed rate of 30 percent to a central body, the Deutsche Rentenversicherung Knappschaft-Bahn-See (German Pension Fund Mining-Rail-Sea = KBS). Some 1 800 employees receive notifications concerning part-timers; statements of contributions paid and employer contributions and forward the revenue to the social insurance agencies concerned as well as to the Bundeszentralamt für Steuern (Federal Central Office for Taxes).



Fig. 1: Headquarters of the Knappschaft-Bahn-See in Bochum

This sounds much easier in theory than it is in practice: the documents initially totalled up to 80,000 conventional letters daily and approx. 15,000 faxes – and at peak times up to 200,000 pages of documents.

The KBS uses a central data centre in Bochum to support its business processes and data archiving. This data centre is built around an IBM host running on the z/OS operating system; the archive fills storage media with a total capacity of 2.5 terabytes. Users are connected via Citrix terminal servers.

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### e-employer files for the central administration for part-timers

When, at the end of December 2002, KBS was given the commission to develop a central administration for part-timers by April 2003 the existing IT environment was not sufficient for the task. The requirement for paper-free administration to the greatest extent possible at the central administration for part-timers demanded significantly more, both in quantitative and qualitative terms: in addition to the increase in the volume of documents use of so-called "electronic employer files" was planned. These files provide every employee with fast access to all the information required for their scope of tasks.

Furthermore there were significant organisational challenges. Thus the system had to be conceived and started up in just three months – and all for



Fig. 2: "100 million documents in the central archives" – Klaus Müller (SI GmbH) congratulates Frank Karnitzki (KBS, right)

an initial 1,500 users who had not even started work with the company. This meant that the applications had to be user-friendly in the extreme to avoid prohibitive training costs. "The complexity of the new solution; experience and flexibility for customer-specific solutions and the extremely short implementation time were the reasons why the order was awarded to the tried-and-tested

team of SI GmbH and Océ,” explains Frank Karnitzki, Overall Project Head Development of the Central Administration of Part-timers and head of the IT/ORG department at KBS.

### No long discussions, just action

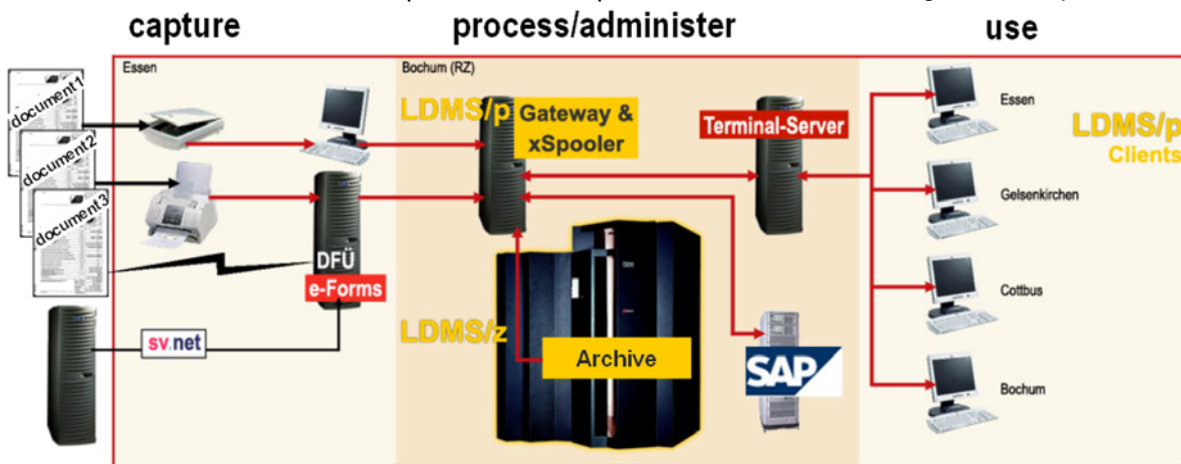
KBS was responsible for organisational project management of the sub-project “Part-timers Archive”; SI Software Innovation GmbH carried out its technical implementation. This demanding task was accomplished by a project team consisting of just six individuals.

In order to be able to fully automatically scan in, administer and archive up to 200,000 pages of documents daily the existing output management system in the data centre was expanded. For this purpose SI Software Innovation developed interfaces to connect LDMS to the new high performance scanners. The archive specialists set up

administration for part-timers in Essen and forwarded to Bochum to the LDMS on the host. Parallel to this incoming post is distributed to the electronic in-trays for incoming post of the employees at sites in Essen, Cottbus and Gelsenkirchen, all of whom have on-line connections to the LDMS.

The LDMS is connected to SAP – for e.g. for bookkeeping – and other participating programmes using interfaces. A total of 51 different types of documents from various IT systems are transferred to the archives, no matter whether they be Office files, telephone memos, incoming e-files (e.g. from DATEV) or documents automatically generated on the mainframe such as, for e.g., reminders.

Since early 2006 all employers have been legally obliged to speedily change over to so-called e-forms. “Pure scanning time required is thus



1,500 LDMS clients to provide users with access to the systems and expanded the tailor-made software for administration of the electronic employer files.



Fig. 3: Silke Cieslak

“Thanks to the project team’s experienced teamwork it really was possible to make the solution available to all workstations within three months, thus meaning that all the service areas were fully operational when the project commenced,” explains Silke Cieslak, Project Manager “Part-timers Archive”.

clearly on the decline. Of the 22 million contributions paid statements received in 2006 only 1.8 million were still on paper. While we initially had the 80,000 letters a day mentioned previously by the end of 2006 it was only 11,000,” says Dirk Ritter from the DV Liaison Agency Central Administration for Part-timers.

### Security for access and data

In order to guarantee access protection and data protection security the control of access authorisation for users is carried out via a central allocation table and takes into account scopes of responsibility and functions. The archive system uses the IBM host’s existing security mechanisms (RACF). In addition to this the documents are signed digitally – a precondition for destruction of the paper documents.

### One click is all it takes

Every authorised employee can find all the documents assigned to a particular employer with just a single click. All the business process related to part-time jobs – verification, monitoring, process-

ing and advising – can thus be completed quickly and securely. Parallel to this the electronic employer files allow central processing of the around 2.5 million phone calls received annually by the central service centre in Cottbus with 160 employees. Today some 1,800 employees are responsible for the management of around 1.8 million employer accounts and 6.3 million part-time workers. In October 2006 the 100 million mark for documents managed using LDMS was reached.

The entire archive volume of 2.5 terabytes is stored on cartridge systems. To enable fast access the most current of these documents (currently 43 million) are also available in on-line disk libraries.

“Electronic file management has really proved itself in the past four years. Both employers and part-timers benefit from the significantly improved

service quality and we require much less administrative effort. Thanks to legally compliant archiving we can forego paper files and the corresponding large warehouses – it wouldn't otherwise be possible to handle the flood of information any other way,” explains Dr. Erik Thomsen, departmental head of the Central Administration for Part-timers.

### Looking ahead to the future

Thanks to its positive experience KBS has already begun expanding the archive to cover additional specialist departments: Email archiving from Lotus Notes is currently in the pilot phase; archiving of a new SAP application is now being implemented and electronic salary files are planned for the HR division.

## 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.

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Integration