



A Division of UNICOM®Global

OTIS Germany

Optimized Printed ERP Output at German
Sites with DoXite / LaserSoft

Putting  IT All Together.™

OTIS Moves Documents as Well as Persons

Challenge

The desired processing of ASCII raw data from the Baan ERP solution used by OTIS Germany was not possible without major technical effort. To facilitate and customize the communication with their business partners, the company required an output management system with Baan integration.

Products in Use: DoXite / LaserSoft

Benefit of the Detec Solution in Use

The output management solution by DETEC allows to customize documents and to personalize their distribution. Prospectively, document designing and output from other business applications are also possible.

Competitive Advantage

The integral approach of one output solution for email, print and archiving enables OTIS Germany to utilize the full cost reduction potential. By the very easy creation and editing of document layouts, the company can further improve its customer communication and therefore strengthen its competitive position.

Characteristics

- Print output from the ERP system p.a.: approx. 500,000 pages
- defined document types: approx. 50
- associated branches and subsidiaries in Germany: approx. 55

Whoever in the world wants to avoid going up and down stairs in any building, will very probably use a vehicle manufactured by OTIS. The world's greatest manufacturer of elevators, escalators and moving sidewalks sells its products in more than 200 countries and regions worldwide. Such a large company has therefore an enormous number of customer and supplier relationships. In Germany, OTIS GmbH & Co. OHG has optimized communication with its business partners for several years with an output management system by DETEC, a division of UNICOM® Global. The LaserSoft solution processes raw output from the Baan ERP System and distributes it to several channels. Based on the good experience with that software, OTIS decided to migrate to the LaserSoft successor DoXite at the end of 2010. This will especially allow the company to considerably simplify the creation and maintenance of document layouts.

Integral output management systems are a tried and tested method to process different documents and data economically and to forward them quickly and site-independently to the respective recipient. Automated mechanisms simultaneously ensure trouble-free archiving and keeping of compliance rules. OTIS GmbH & Co. OHG has also introduced such a system by DETEC, together with the installation of Baan, to realize an attractive output management from the ERP. At that time, this solution was one of the few providing a working connection to Baan, as processing ASCII raw data from Baan in the desired way was not possible without major technical effort. The output management solution by DETEC brings high added value. It allows to customize documents and to personalize their distribution.

**also known as LibertySoft in non-German-speaking territories and named hereafter LaserSoft*

System Controls any Type of Receipt-Based Customer Communication from Baan

Carsten Heidebrecht, Director Information Systems and CIO at OTIS Germany: “We use the system for any type of receipt-based customer communication from the ERP: invoices, payment receipts, reminders, credit notes and many other things.” Approximately 50 document types with different layouts have been defined, which are used by the headquarters in Berlin-Tegel as well as by the German subsidiaries and sister companies. The customer documents are printed from Berlin remotely in all 55 German branches and subsidiaries. As Shared Service Center, Carsten Heidebrecht’s IT department also performs services for the OTIS sister companies in the UK, the Czech Republic, Croatia, Austria and, in future, Poland. Besides their national languages, these countries also have other document formats and layouts. The output management system is also used for this international document distribution by OTIS.

First, the system processes the ERP output for the respective output channel regarding layout and format. This can be a traditional print process, creation of a PDF, or an email with attached PDF. The archive is automatically addressed as synchronous channel for each of the selected output formats. So the DETEC solution stores each output in the electronic archiving system exactly in the form in which it arrives at the customer.

Within the software solution, OTIS can configure various rules for output control. So receipts are automatically enclosed with specific invoices; e.g., work tickets are scanned and connected with the PDF invoice. Further examples: Transfer forms can be separately addressed by a selective paper tray control. And for bulk mail dispatched by OTIS via an external service company, the system presorts the letters according to weight and size to allow selective sending.



“We use the output management system by DETEC for any type of receipt-based customer communication from the Baan: invoices, payment receipts, reminders, credit notes and many other things.”

left: Hartmut Engler, Chairman of Management, OTIS Germany

right: Carsten Heidebrecht, Director of Information Systems and CIO OTIS Germany

“The introduction of DoXite means a considerable simplification of all designing and document output processes. By its graphical WYSIWYG interface, the solution minimizes the efforts for the creation and maintenance of document layouts.”



Michael Böhle, Baan Application Developer for Baan and Project Leader for Output Management, OTIS Germany

Comfortable User Guidance – Editing Output Documents as Easily as in Word

DoXite, the LaserSoft successor, is the new comprehensive output management solution by DETEC. For the company, it means a considerable simplification of all document designing and output processes, both from Baan and, prospectively, other business applications. DoXite can produce dynamically designed documents for print and electronic media from the data of many applications. In addition, it can convert data, e.g. if XML is required for a communication interface, and control complex processes in print and document management.

Until now, it was required to create the printouts first in PCL format and to send them subsequently to the respective output channel. However, this handling of document layouts was quite involved, as a conversion to PCL format was always necessary. Michael Böhle, Baan application developer and project leader for output management at OTIS Germany: “By its graphical WYSIWYG interface, DoXite minimizes the efforts for the creation and maintenance of document layouts. Our standard output format is PDF. With DoXite, this is separated more clearly: The common denominator for designing and maintenance of the layouts is PDF, and from there, it is sent to the various channels.”

Departments can Independently Create and Edit Templates

In this way, not only IT employees will be able to edit the layouts, but even e.g. the colleagues from the accounting department. DoXite enables them to customize their customer documents independently as in word processing. To this end, they work with the central “Integrated Configuration Environment” component of the output management system, which offers a general survey of all projects and configurations. Via this GUI, a user can access the configuration data and comfortably perform his administration work.

The technical basis of the simplified document design and comfortable user guidance is a structurally improved system architecture with object-oriented approach. The user edits the documents according to logical rules, considerably reducing the overall maintenance effort.

Reusability of Individual Modules Results in High Cost Reduction

The object-oriented approach of the software also allows a reusability of individual modules. “We can e.g. divide a form or business letter into several elements and define that the logo appears in all letters, while the footer varies according to the sender,” explains Michael Böhle.

OTIS Germany generates approx. 500,000 documents p.a. from the ERP. With the output management system, these documents are processed in a customer-friendly way and selectively for the company’s most different business partners. DoXite offers OTIS the advantage of an integrated solution for email, printing and archiving. All three areas are covered by one system and are closely connected with each other. This integral approach enables OTIS Germany to utilize the full cost reduction potential, as on the one hand, the procurement and running costs for the products in use are very low, and on the other hand, sending emails considerably reduces the postage expenses.

Additional cost-savings in the document area are achieved by using a browser-based document retrieval, as experience shows that not each document needs necessarily to be printed out for a business process. Also, especially in extensive distribution networks, online access to documents being processed offers an advantage in time. Finally, the purely digital distribution of documents makes paper-based administration or archiving of received documents unnecessary – another decisive factor in cost control.

Extremely Stable System

“All in all, our system by DETEC runs very stable, and we have virtually no problems with it,” Carsten Heidebrecht is pleased. So it was rarely needed to contact the support,

“and if we did, they were always very good and fast,” says Heidebrecht.

DoXite also includes modules that, acting in combination, allow a flexible process workflow. The result is a workflow tool for data conversion and formatting. In future, OTIS also wants to use this functionality to configure the output control according to given rules. The rules will then define how and when an output document is to be archived and sent. This again amounts to a simplified maintenance, as these workflows can be controlled via DoXite’s graphical WYSIWYG interface. Carsten Heidebrecht: “All in all, the jump from LaserSoft to DoXite does not bring too much new functionality, but we are particularly pleased because we can now control our output management considerably more easily and efficiently.”

The solution runs by default on Windows, Linux or UNIX. OTIS uses the Windows version, as the Baan application in the company’s T-Systems data center is based on the same platform. Simultaneously, DoXite’s open platform capability offers more freedom to decide in future infrastructure planning at OTIS GmbH & Co. OHG – another advantage of the new output management system by DETEC.

The Company

OTIS is the worlds greatest manufacturer of elevators, escalators and moving sidewalks. The company produces, installs, modernizes and maintains elevators, escalators and moving sidewalks. For architects, engineers, developers and building owners, OTIS is the world’s number one in carriage of passengers. Whether the customer requires a demanding elevator system for the highest building of the world or just a simple elevator for a two-storied residential building: OTIS attempts to offer the safest and most reliable solutions.

Branch

Building services engineering

Facts & Figures

Year of foundation: 1853

Group headquarters: Farmington / USA

Employees:

62,000 employees, 53,000 outside the USA

Turnover:

0.3 billion US\$ in the financial year 2006,
80% of that outside the USA

Installations in operation:

over 1.9 million elevators and over 130,000
escalators worldwide

Main production centers:

America, Europe, Asia

Development centers:

China, Czech Republic, France, Germany,
Japan, Korea, Spain, USA

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