

Schenker & CO AG

Cross National SAPERION Solutions for the Logistics Sector



The Starting Point

The Schenker & CO AG, which is based in Vienna, is Austria's leading shipping company as well as the Head Office for southern and eastern Europe. The collection of any kind of business-related document was decentralized, making it very difficult to find and check records.

The Aim

The installation of a corporation-wide ECM and Workflow solution would allow the staff of the Schenker firm access to the data, regardless of their location. This would save time, as a well organized database can be more easily searched.

The Solution

The Schenker firm chose SAPERION because of their excellent system reliability, the flexible licensing models and the unobtrusive system configuration, which harmonized with existing Workflows and demands. SAPERION's Austrian affiliate and distributor Artaker Computersysteme GmbH proved an important contributor in providing for the Schenker corporation's needs.

The Implementation

The first step taken by the Schenker concern included evaluating the type and quantity of incoming documents per year in all existing establishments, also, the Schenker firm analyzed how often queries were made in the establishments and separated the queries into internal and external requests. Then, the company determined which document types were to be electronically archived and distributed, such as incoming and outgoing receipts and records of deliveries. The workstations were equally equipped with the SAPRION solution, in compliance with the concurrent user principle.

After the outgoing records are created, they are digitally archived via the SAPERION COLD module and import-

"Since our system has been reworked by SAPERION, we have had a clear increase in productivity."

Susanne Schütz, IT Director, Schenker (Southeastern Europe)

ed to the SAPERION database. There they are securely stored until they are recalled with a query.

Forms are joined with the corresponding records and stored in SAPERION in its original format. Any printouts are guaranteed to be legally viable duplicates of the original document.

- + Leading Austrian logistics provider implements ECM und Workflow with SAPERION.
- + Corporation-wide system based on Linux for 650 staff members.
- + All company records and documents electronically archived and allotted by SAPERION.

The Solution

- + corporation-wide ECM and Workflow solution
- + firm access to the data, regardless of location
- + SAPERION harmonized with existing Workflows and demands

The second essential part of the SAPERION project incorporated scanning – in Austria, ca. 250 trucks are equipped with scanners. Printed delivery orders are replaced by barcodes, which can be scanned on location and are simultaneously archived in SAPERION. Clients from all over the world can use the Schenker company's website www.schenker.com to send queries and make use of the tracing and tracking SAPERION database to locate their goods in realtime (less than 1 second). Upon delivering an order, the recipient signs the screen of a small portable device to confirm the delivery. The client's signature is sent via SMS gateway to the Schenker host in the SAPERION database and filed with the appropriate order form in the archive.

SAPERION's solution is constantly being improved and upgraded. After the successful replacement of paper documents with scanners and barcodes, the project is due to hit a larger scale in 2005. Another project, yet to be evaluated, is waiting in the wings: Schenker is planning to install a system to



archive their incoming records from all over Austria more quickly. Susanne Schütz: "We are expecting a rapid return on investment from both projects."

Schenker & CO AG

Schenker is known today as one of the most competitive international logistical providers. The corporation has an annual turnover of 6,8 billion € (2003) with 38.000 employees in over 1,100 establishments worldwide. Schenker rates first, third and fifth in the European land, sea, and air shipments, respectively the south-eastern European division of the company offers its clients a closely meshed network with 3,500 employees in 83 different establishments.

www.schenker.de

Artaker Computersysteme GmbH

Artaker Computersysteme GmbH, which is based in Vienna, is the competence center of Austria's EDV-Cluster (www.a-h.erlebnis.at). Artaker offers consulting, implementation and independent solutions. Their focus is on providing IT services and Citrix, as well as document management, ECM and Workflow. The company acts as SAPERION's Austrian representative.

www.artaker-computersysteme.com

SAPERION AG

The European software provider SAPERION offers midsize and global organizations a high-performance software platform for Enterprise Content Management. SAPERION AG has worked together with global players for many years and has preserved its straightforwardness, flexibility and responsiveness.

The SAPERION products empower corporations by addressing the needs for efficient management of all company information while creating competencies across the operation by streamlining and automating business processes.

- + The time it takes to perform a query of the company database is drastically reduced.
- + Because the processing time for documents is condensed, the company's productivity has been steadily increasing.
- + All demands set by the Schenker corporation are accommodated.
- + The vast scalability of the system allows for cross national upgrading without any intricate customizing.
- + SAPERION enables instantaneous access to statistical information on shipments.
- + Fast return on investment with all projects and variants.

SAPERION's vision is to bring together companies, people and processes so that they can respond quickly and make informed decisions in today's dynamic markets. More than 1,500 companies from various industries world-wide enhance their product quality and increase customer satisfaction with SAPERION, while reducing costs and thus gaining a vital competitive edge

Further Informations

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