Best of both worlds

Brückner Maschinenbau, the world's leading supplier of film stretching lines, and its service partner Brückner Servtec have been digitizing information management processes with the ECM suite from ELO Digital Office for around 15 years. Since the beginning of 2019, the companies have also been using the **ELO Suite for SAP ArchiveLink®** for more streamlined integration with SAP.

Brückner Maschinenbau GmbH & Co. KG, based in Bavarian Siegsdorf, has around 600 employees. The range of services includes planning, constructing and commissioning production and turnkey plants, developments for film production, and services. There are currently approximately 700 Brückner plants in operation worldwide. Brückner Servtec employs around 100 people to ensure that the systems run at maximum availability throughout their entire life cycle. For almost sixty years, Brückner has been providing film manufacturers all over the world with the latest technology and the highest possible quality as well as individual and efficient services. However, their claim to provide state-of-the-art in terms of technology also applies to the materials management and commercial areas of the business.

"We used to have to search our physical archives if we wanted to get information relating to a previous order, but now we have one-click access to all this data. This lightens our workload considerably because our plants run for up to 30 years, which means the documents must be available for that length of time."

Elfriede Oberhuber,
project manager,
Brückner Maschinenbau GmbH & Co. KG

ELO®
Digital Office

The solution

Practical benefits

Facts

Company

Brückner Maschinenbau GmbH & Co. KG based in Bavarian Siegsdorf specializes in planning, constructing and commissioning production and turnkey plants, as well as providing developments for film production, and services.

Challenge

- Time-consuming search for documents in physical archives
- Documents need to be retained for 30 years
- Import data from SAP

Solution

- **ELO ECM Suite**
- **ELO Suite for SAP ArchiveLink®**
- **ELOxc for Microsoft EWS**
- **ELO iSearch**

Benefits

- One-click access to documents thanks to full text search
- Seamless integration with SAP and automatic data transfer
- Automatic server-based filing of e-mails
- High usability
- System reliability
- Scalability

One-click access to data and documents

Since introducing the ECM system **ELO**professional in 2003, employees at Brückner have benefitted from significantly faster document management, archiving, and search processes. "We used to have to search our physical archives if we wanted to get information relating to a previous order, but now we have one-click access to all this data," recalled Elfriede Oberhuber, project manager at Brückner. "This lightens our workload considerably because our plants run for up to 30 years, which means the documents must be available for that length of time."

In mid-2018, the company switched to the corporate solution **ELO**enterprise, which including migrating from the Windows client to Java. The upgrade and test phase took roughly four weeks to complete, and the system went live on a weekend. "The enterprise version delivers great performance, especially because services such as the full text search run on different servers. The ELO consultants on the project built a perfect server concept for us, so that we now have a solution that is not only more reliable and scalable, but is also easier to update and maintain."

ELO Suite for SAP ArchiveLink® for easy integration with SAP

The main reason why the company chose ELO in the first place was the system's capability to interact with the leading merchandise management system at Brückner, SAP. At the time the ECM system was introduced, Brückner was still using SAP R/3 and the certified interface **ELO ArchiveLink**. The company now uses SAP ECC and, since the beginning of 2019, the **ELO Suite for SAP ArchiveLink®**. The suite comprises **ELO Smart Link for SAP, ELO Connectivity Pack for SAP,** and **ELO Toolbox for SAP.**

The certified **ELO Smart Link for SAP** interface enables the use of the ECM suite as a content repository in the SAP system. This not only provides a powerful repository backend for all SAP records and documents, but also allows use of the other system's functions. Documents can be accessed both in the SAP system and the ECM system, as well as by users without SAP if configured accordingly. In this way, the interface ensures users get the best out of both systems.

Automatic Indexdownload and Datentransfer

ELO Connectivity Pack for SAP comprises two modules: Indexdownload and Datatransfer. Indexdownload retrieves and stores index data relating to documents that are filed in the ECM suite and linked to SAP. It uses new keywording forms and index fields created in the ECM suite to match the SAP attribute names. Datatransfer enables users to send information stored in the ECM repository to RFC-enabled function modules or BAPIs (Business Application Programming Interfaces). The data is mapped directly in the ECM suite. If a user wants to create a preconfigured invoice or purchase requisition in the ECM suite, they can use Datatransfer to map the data required by SAP in the ECM suite without having to enter the data manually. This also means less programming is required.

Until now, Brückner has relied on in-house development resources for Indexdownload, which became the standard solution despite the amount of programming it originally entailed. However, the company has plans to switch to the Connectivity Pack. Had this been available at the time the ECM system was implemented, the company would have saved a lot of programming time.

With **ELO Toolbox for SAP**, Brückner employees can transfer files and documents from data sources such as Windows File Explorer or MS Outlook to the ECM suite based on the SAP GUI. The documents and files are archived to the ECM system and linked to the SAP object. In addition, the toolbox enables users to go from a document filed in the ECM suite straight to the relevant SAP transaction.

Part of the daily work routine

Integrating the ECM system with the tools that the employees used on a daily basis was a top priority for those responsible at Brückner. Whereas delivery notes and invoices used to be filed to ring binders, this data is now initially stored in SAP. From here, they are transferred to the ECM repository along with the keywording, ensuring that employees at Brückner Maschinenbau and Brückner Servtec have access to all the data in the ECM system as well as in SAP.

Brückner processes invoices with an invoice management system integrated in SAP. The invoices are not stored in the directory structure, which means that when the invoices are being verified, the users remain in SAP and do not even notice that the documents are being automatically archived to the ECM system in the background.

Filed once every hour

The Indexdownload module is used in the materials management division to file all documents relating to orders, product enquiries or suppliers to the respective folder structure in the ECM repository once every hour. The different departments can define the search criteria in the process. These order folders therefore contain all transactions relating to the purchase orders.

The export department also benefits from the digital processes thanks to one-click access to required information, such as certificates of origin.

ELO Customer Reference

Brückner Maschinenbau GmbH & Co. KG

Customization meeting all expectations

"When we implemented the corporate solution, we also opted for SSO, which is convenient for the users. The iSearch module integrated in the ECM suite also works extremely well."

Elfriede Oberhuber,
project manager,
Brückner Maschinenbau GmbH & Co. KG

Since the upgrade, Brückner is even more convinced that the ECM software, which has grown with its requirements over the years, was the right choice. It has proven to be optimal in terms of usability and the different options for customization it offers, such as when the company wanted to implement the order folder concept. The company is also able to use scripting to meet specific requirements for tools that lighten workloads. All ELO servers are stable and reliable so that it is rarely necessary to intervene in the productive system.

"Our employees are often stationed at construction sites abroad. They can all access the repository from their notebooks through a Citrix application server," the project manager explains.

"When we implemented the corporate solution, we also opted for SSO, which is convenient for the users. The full text search also works extremely well. We are planning to integrate more areas of our materials management division so that employees can find all documents relating to delivery and export in the ECM repository," Oberhuber added.

Brückner uses the e-mail management system **ELOxc for Microsoft EWS** for automatic server-based filing of e-mails. In addition, there are currently plans to configure e-mail integration for the SharePoint server.

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