

DECOS DOCUMENT



CUSTOMERS ■ SCAN MODUL MEDI-MATH BV

Scan Modul MEDI-MATH BV, supplier of logistic total solutions for the health care industry, has been using Decos Document – web edition for managing all their document flows since the first quarter of 2000. The organisation's Head Office is located in Houten, in the Netherlands, with branches in France and Spain, and the company is active in six countries. Since 2004 MEDI-MATH has been part of the Scan Modul System group, with more than 20 branches worldwide.

Because of the great distances between locations there was the need for a structured approach to the streamlining of the many different document flows for improved management of the communication between the different branches.

The ideal solution was found in Decos Document – web edition. Important information is saved in a central database which makes all documents digitally available to all employees, irrespective of the country they are working in. For the implementation of Decos, Scan Modul MEDI-MATH called in the expertise and capacity of X-catalysis to supervise and manage the project. Project leader Jeroen Heuts explains why they chose Decos and the role of the application within the organisation.

International

Jeroen Heuts: "Because of the international structure of the organisation we needed to find a solution for controlling the document flows within the organisation. The communication between the office in Houten and the foreign offices needed to be properly organised once and for all. In the period before Decos, documents were frequently copied four or five times and then distributed. Documents with minor modifications were sent to and fro regularly, which in all could take up to two days. In short; unnecessary loss of time".



Valuable timesaving

The most important reason for our search for a Document Management System was because Scan Modul MEDI-MATH wanted to make all document flows available within the entire organisation. Furthermore, the organisation wanted to stop with the distribution of innumerable copies of the documents, whereby more often than not the original would be lost in the process.

Especially in France Scan Modul MEDI-MATH receives a lot of business concerning public tenders with hard deadlines. In the past Scan Modul MEDI-MATH missed out on orders because the sending of the required documents took too long and did not arrive on time. Thanks to Decos, as soon as the tender is issued, the necessary documents can be prepared. This has resulted in valuable timesaving.

Data storage using Citrix

Scan Modul MEDI-MATH BV went in search of a Document Management System that was capable of digitalizing all document flows, provided central storage and was available at all locations. The search brought them to Decos. Jeroen Heuts: "Because of



the requirements and desires we had specified internally, it soon became apparent that there were not many parties that could deliver what we needed. At that point Decos seemed to be the only one with a fully web-based application. Also the suite had proved its value for several other organisations and there was the option of central data storage using Citrix. An additional important point was the flexibility of the



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application. It offers the option to configure different books for the different countries. This means that the French sales representatives only get to see the French mail and do not need to extract it from among the Dutch or Spanish mail."

Search methods

Jeroen Heuts was very impressed with the search options within Decos. There are several different search methods that allow you to find a document very quickly. In the meantime Decos Document – web edition has become the central application within Scan Modul MEDI-MATH with links to suites such as Office, Navision, Outlook and the fax server application RightFax. Especially the link to the Navision ERP system is important. This allows documents that have been created in Navision, such as packing slips, to be saved automatically in Decos.

A good preparation

Jeroen Heuts emphasises the importance of a good preparation. "Before you can implement a Document Management System in your organisation you must make sure that you first chart all the types of documents and document flows. Within Scan Modul MEDI-MATH there are four important document flows, i.e. estimates, letters, packing slips and order lists.



Immediately from the beginning we consciously decided to include our employees in the implementation. We conducted interviews with all employees to find out what s/he expected from this kind of system. By involving all people concerned from the very beginning of the project we avoided feelings of resentment and created enthusiasm from our users from the very beginning. The preparatory procedure took up to about three months. The implementation itself was carried out in phases. During the first phase the outgoing document flow was organised, in the phase the incoming and internal document flows and during the third phase all documents were made available to teleworkers."

Paperless office

Does this mean that by working with Decos we have created a paper free organisation? Jeroen Heuts: "A paperless organisation seems to me a utopia. There will always be a certain amount of paper around. At our head office in Houten we have a central physical archive containing all the originals. This is because of the legal requirements that apply to original signatures."



The future

Now that the implementation of Decos has run smoothly and all users are satisfied, we are starting to look at the next step. Because Scan Modul MEDI-MATH has such a large product offering, it would be ideal to offer large customers an online catalogue for ordering certain items or parts. By using the publication module in Decos it would be possible to make certain document books available to external parties. So for the future Decos still offers many opportunities!

