



“ With Doxis4, users have several functionalities in one system that maps their workplaces digitally and efficiently. The central platform is ideal for the IT department because maintenance and management are concentrated on just one system.

Ivonne Berger,
Project Manager DIAS & Doxis4,
Aktion Mensch e.V.

COMPANY	Aktion Mensch e.V.
TOPIC	From digital grants to organization-wide ECM
INDUSTRY	NGO charity
EMPLOYEES	276
REVENUE	467 million euros (2018)
HEADQUARTERS	Bonn
PROJECT SCOPE	Germany

In Kooperation mit der

**AKTION
MENSCH**

CHALLENGES

- › Lack of transparency due to redundant information in both electronic and paper documents
- › Technically outdated application system with insufficient DMS functionality
- › Hard to find documents and notes for application reviews
- › Time-consuming application processing due to paper-based processes
- › Difficult to ensure audit-proof archiving

TARGETS

- › Replace paper-based way of working
- › Establish faster, standardized processes in application processing
- › Centrally store information and documents without redundancy
- › Integrate in new application system, ERP, etc.
- › Simplify the way documents, e.g. for marketing, press, education, etc. are processed

SOLUTIONS

- › Document management system for the grants department, followed by organization-wide roll-out
- › Electronic files for project partners & application files
- › Electronic invoicing workflow for accounting
- › Organization-wide inbound mail processing
- › Digital contract management

PROJECT OVERVIEW

STARTING POINT

Aktion Mensch supports as many as 1,000 projects every month thanks to people who participate in its lottery. Applications for grants are submitted via an online system. At the same time, documents are also sent in by mail. As part of the redesign of the electronic application system, which is more than 12 years old, Aktion Mensch wanted to digitize its entire document archive and grant application management system. The grants department was the first to receive Doxis4: With digital files for applications and project partners, an audit-proof archive and DMS, the department now manages all of its grant applications digitally. The roll-out into other departments is fully in progress. In this way, Aktion Mensch is achieving its long-term goal: the expansion of Doxis4 into an organization-wide ECM platform that supports processes across departments.

WHY SER

- › Doxis4 covers all functional requirements
- › It's a certified software for audit-proof archiving
- › SER Group is an established vendor with excellent references
- › SER Group is very customer-focused and easy to work with during the offer phase and afterwards

SOLUTION

Archive, DMS, BPM & workbaskets, electronic files for applications, project partners & suppliers, file system import (FIPS), InvoiceMaster Control Plus, inbound mail processing, contract management

INTEGRATION

DIAS (digital application system of Aktion Mensch), ERP (Navision), accounting

DOCUMENT VOLUME

- › 1.5 million documents and 15,000 eFiles in legacy portfolio
- › Annual growth of approximately 150,000 documents and 9,000 files

USERS

Approx. 270 internal users and approx. 30,000 external users via the DIAS grant application system

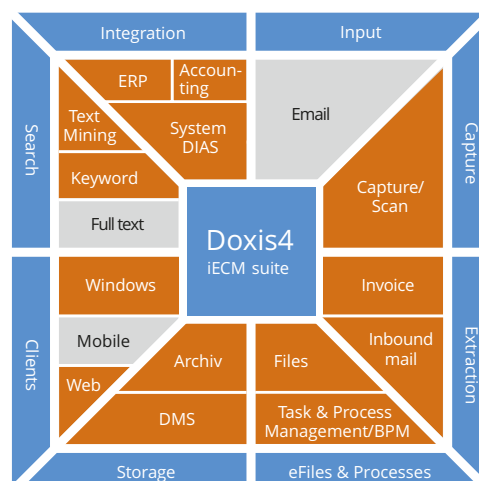
IMPLEMENTATION

- › 2015-2017: Implementation of DMS, digital files for applications & project partners | Integration of application system and Doxis4 | Audit-proof document storage, document processing with notes and automated import of digitized letters
- › 2017: BPM and workbaskets to prepare for inbound mail processing
- › 2018: Electronic invoice processing in accounting
- › 2019-2020: Digital inbound mail processing, contract management, supplier eFiles
- › In planning: Doxis4 mobileCube | Digital signature | eFiles for other departments

BENEFITS

- › **For the organization:** Standardized, structured processes | Less time spent on filing | Information can be provided faster and more efficiently
- › **For users:** Electronic document processing, electronic notes, etc. available for everyone | More time for content review | Significantly faster searching for and in documents | Standardized filing structures across teams facilitates cross-checking of files
- › **Highlights of the application:** Organization-wide ECM platform connects people with and without disabilities inside and outside Aktion Mensch

DOXIS4 MODULES



Doxis4 modules used by Aktion Mensch e.V. are highlighted in orange