



"Doxis4 InvoiceMaster is the first step in establishing consistent and automated inbound invoice processing. We've already achieved the first milestones by eliminating duplicate work and increasing transparency."

Thomas Seling, City of Bochum,
Change Management



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| COMPANY | City of Bochum |
| TOPIC | Efficient municipal government with an archive, workflow, eFiles, automated inbound invoice processing |
| INDUSTRY | Municipal government |
| EMPLOYEES | Approx. 4,500 |
| INTEGRATION | SAP, GroupWise, specialized admin software pmOWI, KiVi |
| SCOPE | Bochum, Germany |



CHALLENGES

- The entire administrative process for funding measures, e.g. in construction, needed to be managed through workflows and digitally documented via eFiles
- The digital solution to process inbound invoices was supposed to support the entire administration
- Support was needed to handle classic payment orders
- There was a lack of integration into specialized procedures and financial management systems

TARGETS

- Speed up processing and ensure faster turnaround
- Increase processing quality by reducing error rate
- Create more process transparency
- Improve availability of information across all systems
- Reduce personnel effort and costs

SOLUTIONS

- Automated inbound invoice processing
- Over 20 digital archives for e.g. citizen's office, press office, financial control office, invoice auditing office, etc.
- DMS in various offices, e.g. in legal office, incl. a connection to the software pmOWI for fines
- DMS in the financial control office for municipal tax and fee notices
- Digital files for dog and business taxes

PROJECT OVERVIEW

STARTING POINT

The SER archive, first launched in 1999 at the City of Bochum in Germany, was further developed to become a comprehensive ECM solution which gave the city the opportunity to consistently document its administrative work by using eFiles. At the same time, the City of Bochum needed a way to digitally document funding measures – especially in construction – throughout the entire process. The automated processing of inbound invoices needed to relieve the administrative staff and tap optimization potential by preventing duplicate work. Administrative processes – such as the processing of warnings and files, dog and business taxes – needed to be supported by digital workflows and eFiles.

WHY SER

- Expertise in ECM and SAP
- One contact for both SAP and Doxis4

SOLUTION

Doxis4 archive, DMS, workflow, eFiles (dog tax eFile, business tax eFile), InvoiceMaster with an SAP workflow, InboundMaster, webCube

INTEGRATION

SAP, GroupWise, specialized procedure software pmOWI, OpenLimit's digital batch and personnel signature software

DOCUMENT VOLUME

Approx. 25,000 invoice processes in the system, each with typically 4 to 5 documents, currently across 4 offices; all organizational units will eventually take part in digital invoice processing

USERS

300 Doxis4 users at all offices

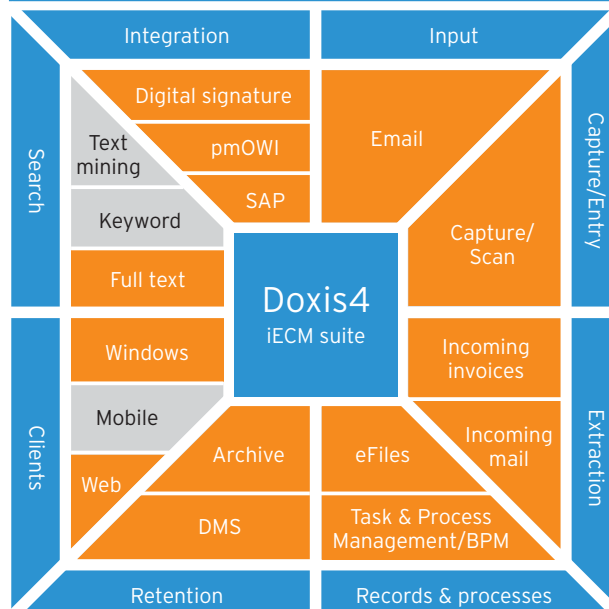
IMPLEMENTATION

- Archive rolled out to further offices and departments, e.g. the legal office with a connection to the specialized procedure software pmOWI (fine notices); administrative offenses department (digital signature)
- Starting 2010, Doxis4 launched with new ECM functions such as eFiles, inbound processing:
 - InvoiceMaster Read with table extraction and digital inbound invoice ledger
 - Digital inbound/outbound processing (invoice auditing office)
 - eFiles for the areas of dog and business tax connected to the specialized procedure KiVi with in-house programming
 - Plan to deploy Doxis4 webCube for cross-management of eFiles
- Next steps: Expand Doxis4 InvoiceMaster by connecting it to eFiles

VALUE

- Digital invoice processing reduces work for all organizational units
- Digital files make administrative work more traceable
- **Highlight:** Prevents duplicate work and increases transparency

Doxis4 MODULES



Used by the City of Bochum:
Doxis4 modules are in orange