



“With Doxis, we have succeeded in establishing a single, electronic ECM infrastructure that can be integrated as a Group standard.”

**Thomas Schnell, Head of Functional Operations for the BCM platform, DB Systel**



## Best Practice

<b>Company</b>	Deutsche Bahn AG
<b>Area of application</b>	Group-wide railway content management platform as Group standard (BCM)
<b>Industry</b>	Mobility, Networks, Logistics
<b>Employees</b>	196,000 in Germany (March 2015)
<b>Registered Office</b>	Berlin
<b>Integration</b>	SAP, Paisy/ADP, Lotus Notes
<b>Project Partner</b>	DB Systel GmbH

### Challenges

- Consideration of Group-wide IT standards for the DB Group
- High scalability from a few users per organisation to several thousand
- Realization of projects from the simplest DMS to ECM applications with complex access rights concepts
- Heterogeneous IT landscape

### Targets

- Creation of a uniform and modern, standardized ECM base for document management across the DB Group
- Consistent and uniform information processes
- Improved processing speed and quality
- Fulfilment of compliance
- Consolidated archive/DMS landscape
- Latest ECM technology available across the DB Group

### Solutions

- BCM platform is the Group standard for archiving, DMS, workflows, electronic records and e-mail processing
- Master template with basic functionalities for fast roll-out in the Group

# Project Overview

## Initial situation

For several years the management of the DB Group has been pursuing its own objective of establishing binding standards for the IT requirements requested by the Group companies. When faced with the number of DMS and archiving systems that were being operated in parallel, in 2009 the creation of a uniform and modern, standardized ECM base for document management for the entire lifecycle across the DB Group was defined as a strategic objective. What is now known as the BCM platform provides the foundation for the Group-wide ECM strategy and its reference architecture.

## Reasons for Doxis

- In an EU award procedure, Doxis prevailed
- Doxis made the best overall impression by far in terms of solution, adaptability and presentation, and had the best performance of all in the overall demonstration of solutions

## Solutions

- Complete Doxis iECM suite with all the basic ECM functions
- Master template with all the basic functionalities and access rights for a fast roll-out

## Integration

Lotus Notes, MS Office, SAP, Paisy, specialised processes

## Document volume

190 million archived documents (as of January 2015), document growth/month approx. 2.5 million

**Users** 32,000 users in the DB Group

## Implementation

- The new DB Group BCM platform has been in use since 1st January 2011
- 4-stage ECM system landscape, comprising a development, test, acceptance and production system. New/further developed procedures are integrated via transport mechanisms without impacting on users' productive processes
- As Deutsche Bahn's IT service provider, DB Systel plays a leading role in the set-up and operation of the BCM platform and is the point of contact for the DB Group companies when it comes to developing and implementing BCM-based DMS/archiving projects

## Benefits

- With the BCM platform, the DB Group has laid the foundation for a continuous roll-out of archiving, DMS, electronic records, workflow and e-mail projects
- Because of standardization, DMS/archiving projects can often be realised in a few weeks
- As the number of applications implemented in the DB Group with BCM increases, so too does the expertise that can be passed on from one unit to another
- The heterogeneous system landscape of the past is giving way to uniform and modern information processing
- With BCM, business processes and procedures can be organised in an improved, much leaner and more up-to-date manner

## Used Doxis Modules

### Search

- Text mining
- Keyword
- Full text

### Integration

- ERP
- CRM
- Office
- HR

### Input

- Email

### Capture/entry

- Capture/Scan

## Doxis

### Clients

- Windows
- Mobile
- Web

### Retention

- Archive
- DMS

### Files & Processes

- eRecords
- Task & Process Management/BPM

### Extraction

- Inbound Invoice
- Inbound mail