



Continuous development: the Doxis archive for Fraport AG

- Archive partnership since 1998
- Continuous expansion of the Doxis archive
- Doxis upgrade during operation
- Storage systems: storage capacity increased by 600%

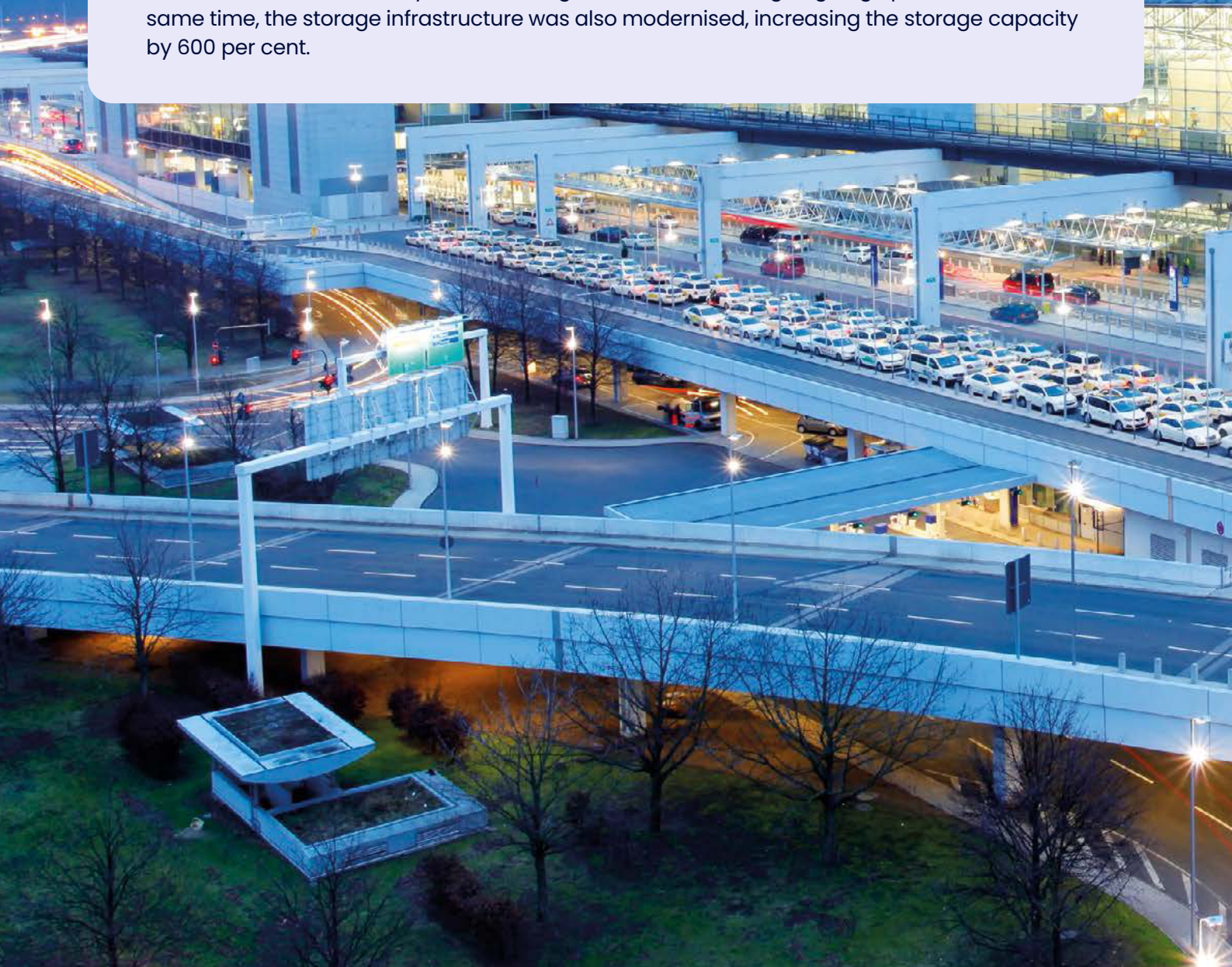
Management summary

Fraport and Dosis: archive partnership for several decades

Frankfurt Airport is a synonym for the superlative. As Germany's largest airport and one of the world's largest aviation hubs, it transports around 58 million passengers and 2.1 million tons of cargo every year. This is all made possible thanks to the 22,000 people who work for the operator of Frankfurt Airport – the Fraport Group.

16 years ago, Fraport decided to make fundamental changes to its document management system. Working with Dosis as its software partner, the company developed its first electronic archive, which initially was used to archive personnel and construction documents. Continuous expansion of the Dosis archive followed – incoming and outgoing invoices were integrated, as was SAP data. The individual archiving areas were implemented using sub-pools within the Dosis archive.

In 2012, the existing archive landscape was upgraded to the latest generation of Dosis software – Dosis. The previously archived data pool – 8.7 million existing documents with a total volume of 1.3 terabytes – was migrated to Dosis during ongoing operations. At the same time, the storage infrastructure was also modernised, increasing the storage capacity by 600 per cent.



The project at a glance

AREA OF APPLICATION:	Long-term archiving of documents and data
CURRENT PROJECT:	1:1 migration of the Doxis archive software from ITA/INTUITIV to Doxis
CUSTOMER:	Fraport AG
INDUSTRY:	Airport operator for Frankfurt Airport and twelve other airports worldwide
EMPLOYEES:	12,200 in Frankfurt, 22,000 throughout the Fraport Group worldwide
COLLABORATION:	since 1998
UPGRADE TO Doxis:	2012, project on time and within budget
Doxis SOLUTIONS:	Doxis archive, Doxis clients: from 1998 ITA archive with INTUITIV client, since 2012 Doxis Archive with winCube and webCube client
VOLUME OF DOCUMENTS:	Successful migration of the 8.7 million documents (1.3 terabytes) to Doxis
ORIGINAL SYSTEMS:	SAP ERP, SAP HCM, "INFOplus" airport operational database





Airport management requires digital office organisation

Today's airport operators are international companies that market their know-how on a global scale. This trend resulted in the operator of Frankfurt Airport becoming the Fraport Group, which successfully operates 12 airports across four continents and currently employs around 22,000 people worldwide. The start of the internationalisation of the Group in 1998 also saw the Frankfurt Airport operator herald in a new era with regard to document management: in partnership with Dosis, the company established its first electronic Dosis archive. The main reasons for archiving business documents electronically are the same today as they were back then: the legal requirements relating to long-term, audit-proof storage and the need to have standardised access to all company information so that they can be used in the business processes at any time.

Airport operator Fraport AG performs a large number of technical and logistical services both publicly and behind the scenes. These include the rapid transportation of baggage using the computer-controlled, approximately 80-kilometre-long baggage conveyor system and various aircraft ground handling services. Thanks to innovative procedures, state-of-the-art technology and motivated employees, Fraport is able to achieve an optimum level of productivity. Playing a key role in the smooth running of these processes are the scanning, search and archiving solutions from Dosis, which have been used by Fraport since 1998. A number of business processes profit from the fact that the documents are available electronically, particularly the Central Goods Receipt and Accounting departments. With this in mind, the Dosis archive was deeply integrated into the main SAP systems – ERP and HCM (personnel management) and the "INFOplus" central airport database – the airport's passenger management system that networks all the operational business processes.

1998

Decision to opt for an electronic archive from Dosis, initially for archiving personnel and construction documents.

2002

Start of SAP integration: interface to SAP for archiving incoming and outgoing invoices; implementation of a system for processing incoming invoices: archived documents are linked to SAP Business Workflows for further processing/inspection.

2003

Expansion of electronic archiving to include what are sometimes very extensive incoming invoices for construction projects: documents of up to 300 pages.

2004

Start of general, quarterly data archiving of SAP documents from the various SAP modules used by Fraport to release the SAP system and increase performance.

2012

Dosis solutions upgraded to the latest generation of the product – Dosis. Migration of existing data during production without restricting employees in their daily work. Any-time access to the entire document pool for more than 2000 SAP users and 250 non-SAP users.



Focus on accounting

The great success of the Doxis solution for archiving personnel and construction documents, which was selected following an intensive evaluation process back in 1998, paved the way for the electronic archiving of incoming invoices and SAP data. This was launched in 2002 – at the same time the company moved over to SAP R/3 – with the aim of optimising its business processes.

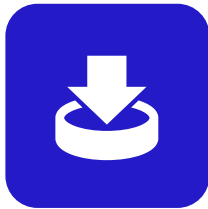
The transition from paper invoices to electronic documents has significantly sped up the processing of incoming invoices and auditing. Invoices are now simply forwarded electronically to the relevant workers and the transport and wait times associated with paper documents are now a thing of the past. What's more, the workflow-managed processing of incoming invoices ensures an unprecedented level of transparency and traceability across the individual stages of a procedure and with respect to the processing status of a task.

For the employees, the Doxis solution has significantly shortened processing times without them having to get used to a new system. As the Doxis archive runs completely in the background, they do not even notice that documents are being requested from the Doxis archive before they are displayed in SAP. The Doxis archive and SAP interact with each other extremely smoothly. Around 88,000 new incoming invoices are filed in the Doxis archive every year and a single invoice document can include up to 300 pages. At present, over 2000 SAP users have access to the SAP archive, subject to their access rights.



“The intensive cooperation with Doxis paid off right from the start ... That was a key factor in the smooth migration.”

**Jürgen Grewe, SAP Systems Product/
Solution Developer, Fraport AG**



Standardised process model for Doxis migration

- Acquisition of the ACTUAL state
- Analysis and effort estimate
- Implementation planning
- Implementation
- Proof of integrity

Doxis migration on time and within budget

After more than ten years of fault-free operation, the time came to replace the storage infrastructure: in addition to modernising the hardware, Fraport decided to also upgrade the archiving software to Doxis's latest product generation – Doxis. The service-based architecture of the Doxis iECM suite won over the people in charge at Fraport from both a commercial and technical standpoint: in addition to a high-performance archiving module, it also features a standardised platform, enabling flexible expansion of the system to create an end-to-end enterprise content management solution.

When we think of migrations, we often think of many years of conversions and an excessively high level of expenditure. But it doesn't have to be like that, as the successful migration carried out by Fraport and Doxis in just six months demonstrates. Plans were put in place back in 2011 and included an extensive analysis phase due to the fact that the 8.7 million existing documents were also to be transferred to the new archive. A smooth transition was ensured by the Doxis migration concept and its repeatedly tried-and-tested model for converting the old ITA archive to Doxis. The system environment and application scenarios were coordinated with each other and the necessary storage infrastructure determined. All the key data and facts were acquired in a detailed analysis of the ACTUAL situation prior to the conversion and recorded in a specific migration plan. This ensured a high degree of planning security and was a key factor in ensuring the success of the project. “The intensive cooperation with SER paid off right from the start and also continued in the subsequent project support. That was a key factor in the smooth migration,” explains Jürgen Grewe, SAP Systems Product/Solution Developer at Fraport AG.



As part of the analysis of the existing Doxis archive system and its environment, the following questions, amongst others were clarified:

- Which data pools are available?
- Which data pools are to be transferred?
- For how long do they have to be stored?
- Which search and storage forms are actually used?
- What scripting is present behind the forms and needs to be transferred?
- Which data pools can be merged with the same descriptors?



The new Doxis archive system comprises the current scanning and archiving software from Doxis as well as new servers and storage hardware components. The connected scanner stations were also brought up to date. Since the modernisation of the storage system, data and documents are now stored in two separate data centres using different storage technologies.



“The migration was a great success. We have implemented the project on time and within budget.”

Karina Erichsen, SAP Product/Solution Developer and Manager, Fraport AG

The following features of the Doxis iECM suite are now used: the Archive service, the Doxis Capture scan client, the winCube Windows client and the webCube web client. The new web client enables authorised users to now also access the archive from any location via a web browser, regardless of the operating system and hardware platform used.

Once the software had been installed, the new Doxis environment was customised. This involved entering the rendition rules, for example, which are used, amongst other things, to regulate how long a specific document has to be stored for (e.g. ten years). With the Doxis cubeDesigner administration client, the search and storage forms can be easily adapted to meet the needs of the specific departments and user groups, enabling data from Fraport-specific applications to be searched for. The actual export of the data and documents from the old ITA archive as well as the import to Doxis took just three to four days. The existing data was retrieved





“By using new and proven technologies, we are able to look forward to future requirements with optimism.”

Karina Erichsen, SAP Product/Solution Developer and Manager, Fraport AG

from the ITA system, converted into XML files and transferred to the new system via the Daxis File Import Service. The project proves that it is possible to migrate a complete archive while operations are ongoing, without restricting or interrupting employees' daily routines. “The migration was a great success. We have implemented the project on time and within budget. The users are extremely satisfied with their new solution,” states Karina Erichsen, SAP Product/Solution Developer and Manager at Fraport AG, giving a positive assessment of the project.

The storage hardware is now also designed with growth in mind: the available storage capacity was increased by 600 per cent, making it future-proof for years to come, and allowing it to be adapted flexibly to increasing requirements. Further applications are already in the pipeline. For example, plans are in place to expand the archiving of personnel documents for all Fraport employees as “electronic personnel records” and to also store travel expense reports in the Daxis archive. The data is in good hands with this system, as sensitive personnel documents are stored in an audit-proof manner and subjected to strict security conditions.



Ready to face the future with the new Doxis software generation

The switchover to Doxis's iECM suite has done more than simply guarantee the reliable storage of Fraport AG's daily increasing volumes of data and documents in an electronic archive. The enterprise content management suite also features a wide variety of software solutions that ensure better integration between the business processes and the associated information. The modular concept of Doxis software allows Doxis customers to flexibly expand their existing solutions – be it with electronic records, workflows or intelligent invoice management – to suit their specific requirements. Karina Erichsen is already looking forward to new projects: "By using new and proven technologies, we are able to look forward to future requirements with optimism."



See DOXIS in action

www.doxis.com