



"By switching to the Doxis4 system, Grohe gained an up-to-date ECM system, and we never had to work even a day without the archive."

Bernd Morlock, Grohe IT, Infrastructure SAP/Unix department

COMPANY	Grohe AG
TOPIC	International ECM – from the SAP archive to electronic personnel and supplier records
INDUSTRY	Sanitary fittings
HEADQUARTERS IN	Dusseldorf, Germany
INTEGRATION	SAP, tangro (Invoice); pool4tool (SCM Portal)
PROJECT ROOM	Worldwide



CHALLENGES

- Deep SAP integration with world-wide processing of SAP document types such as offers, customer orders, invoices, export certificates, consignment notes, etc.
- Personnel records and documents should only be accessible through SAP HR (authorizations)
- Integration of third-party products such as SAP, tangro, pool4tool, etc.

TARGETS

- Paper-free office
- Special access rights to records for employees
- Automated transferal of all documents
- Software integration across all user levels
- Modern software (security, high availability, compliance, etc.)

SOLUTIONS

- International DMS with SAP integration
- Electronic personnel records, integrated with SAP HR
- Electronic supplier records with connection to supplier portal pool4tool
- Open interfaces



PROJECT OVERVIEW

STARTING POINT

The Grohe AG is the world's leading provider of sanitary fittings. Since the late 1990s, Grohe has been using an SAP-integrated archive and DMS from SER. By switching to the latest product generation, Doxis4, in 2015, Grohe was able to fulfill its objective of always using state-of-the-art software. Based on Doxis4 Records Management, Grohe created electronic personnel and supplier records to supplement its existing solutions. Personnel records can be accessed via SAP HR according to the access rights.

WHY SER

- Already in 1999, SER started supporting Grohe with its electronic archive and DMS
- SER had a convincing solution approach to meet Grohe's requirements: "more than just an archive"
- SER's comprehensive product portfolio, modern clients and high-performing SAP interface

SOLUTIONS

Doxis4 archive, DMS, eRecords (personnel, supplier), file import service (FIPS), international SAP integration, inbound invoice processing with barcodes via Doxis4 winCube

INTEGRATION

International SAP connection: SAP ERP (PP, MM, SD, FI, CO, AM); SAP HR; SAP global trade; SAP ariba (eProc) S; tangro IM (invoice management); pool4tool (SCM portal)

DOCUMENT VOLUME

Approx. 60 million documents in the archive; space required 3.5 TB

USERS

1023 named users in archive/DMS; 750 with SAP integration

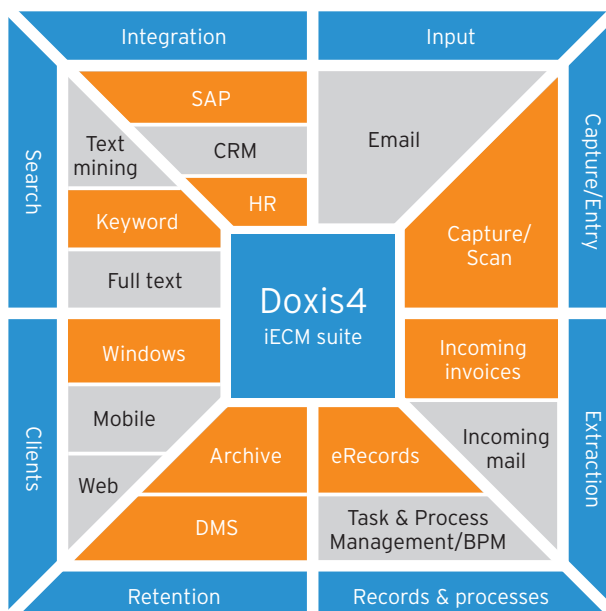
IMPLEMENTATION

- SER archive customer since 1999
- Starting 2000, worldwide roll-out with SAP integration: document searches out of SAP and via Windows client from SER; filing inbound documents and outbound SAP documents
- Inbound invoice processing with barcodes
- Early 2015: switch to latest product generation, Doxis4
- Smooth legacy data transferal during operation. All documents were accessible during the migration phase, regardless of whether they had already been migrated or not
- Launch of electronic records, e.g. personnel records and customer records
- International processing of various SAP document types with Doxis4

BENEFIT

- All 120 international locations with SAP have access to the Doxis4 archive and searchable SAP documents, e.g. offers, order confirmations, customs invoices, customer orders
- Legacy data transferal during operation
- Faster and multiple accesses to personnel records
- Fulfillment of security guidelines of works council. With special SAP access control, only the HR department can access personnel records

Doxis4 MODULES



Doxis4 modules used by Grohe AG are highlighted in orange