



“With Doxis we have implemented a future-proof ECM SaaS solution that enables us to ensure business continuity and provide customs documentation promptly. This improves our customer service and reduces potential risks for our customers.”

Christian Franz
Commercial Manager, Kombiverkehr



Best Practice

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|----------------------------|---|
| Company | Kombiverkehr Deutsche Gesellschaft für kombinierten Güterverkehr mbH & Co. KG |
| Area of application | ECM SaaS solution for logistics processes across Europe |
| Industry | Logistics / transport |
| Employees | 129 (2019) |
| Revenue | 411.3 million euros (2019) |
| Headquarters | Frankfurt am Main, Germany |
| Project scope | Worldwide |

Challenges

- Manual, time-consuming, paper-based processes
- Lengthy transfer of customs documentation creates transport delays
- Customers receive belated feedback on claims settlement
- Lack of access to information across sales territories hampers customer support

Targets

- Provide customers with fast, professional service related to all aspects of transport
- Improve collaboration between sales regions
- Leverage resources for project work instead of document management
- Minimize liability and tax risks
- Ensure business continuity

Solutions

- Doxis ECM platform as SaaS
- Workflow-driven case processing in order process & claims management
- eFiles for 360° overview of business partners & claims
- Automated inbound invoicing
- Audit-proof archive

Project Overview

Initial situation

The logistics services company Kombiverkehr provides carriers and transport companies with a logistics network for combined road-rail transport across Europe. With approx. 900,000 truck shipments per year, invoices with up to 2,000 pages per shipment are generated. The company processes these automatically with Doxis and archives them in compliance with audit requirements. Shipments have to arrive without any delays caused by missing customs documentation, and business partners have to be notified proactively regarding the status of their shipments and any damages.

To do this, Kombiverkehr uses Doxis to manage all of these documents and evidentiary photos, making them available in one click to employees, authorities and business partner. By running Doxis as SaaS, the company is also ensuring business continuity now and in the future.

Reasons for Doxis

- Future-proof software-as-a-service solution
- Industry and project expertise as well as customer references such as DHL and Deutsche Bahn
- Internationally renowned manufacturer recognized in the Gartner Magic Quadrant

Solutions

Doxis SaaS: DMS, BPM & archive, claims & business partner files, Doxis intelligent invoice automation for invoice processing

Integration

Proprietary ERP, accounting system (Comarch), ordering system (CAT), Microsoft Office & Outlook

Partner DATAGROUP: Implementation of inbound invoicing process in the cloud

Document volume 1,300 eFiles, approx. 120,000 documents with up to 2,000 pages per document

Users 92 internal users; up to 2,000 external users via booking portal (planned)

Implementation

- 2018: Individual workflow automation as SaaS and document archiving in line with audit requirements
- 2019: Claims files, workflows for claims management & sending of customs documents
- 2020: Workflows for procurement & receivables management, business partner files
- Starting in 2021: Web-based contract management, connection of Doxis to the booking portal with currently 2,000 users, onboarding workflow for business partners

Benefits

- For business partners: Better customer service, proactive notifications regarding status of orders and transport damages, 24/7 self-service
- For employees: centralized access to information from the cloud, improved collaboration and transparency across all business processes, reduction in manual tasks
- For the company: Ensure business continuity, improve customer retention, minimize liability and tax risks, provide cost savings

Used Doxis Modules

Search

- Text mining
- Keyword
- Full text

Integration

- ERP
- Accounting
- Office
- Ordering-system

Input

- Email

Capture/entry

- Capture/Scan

Doxis

Clients

- Windows
- Mobile
- Web

Storage

- Archiv
- DMS

Files & Processes

- Files
- Task & Process Management/BPM

Extraction

- Inbound Invoice
- Inbound mail