



“With Dosis4, we now have a stable platform that runs around the clock. Our customer files are always found quickly and easily – regardless of where they are located.”

Martin Mermolja, Senior System Administrator of Customer Management at Sunrise Communications AG

Sunrise

Best Practice

Company	Sunrise Communications AG
Topic	Dosis4 ECM platform for company- wide information management
Industry	Telecommunications, mobile telephony
Employees	1,645 (2017)
Turnover	1.85 billion CHF (2017)
Headquarters	Zurich, Switzerland
Integration	Microsoft Office, SharePoint, CRM, ERP
Project Scope	Switzerland

Challenges

- Old and inconsistent system landscape
- Complex organization of paper documents (e.g. mobile telephony contracts)
- Limited access to documents in the company
- Service unable to provide information in satisfactory way
- High compliance requirements

Targets

- Replace the legacy systems with a future- ready ECM platform
- Digitize document- based processes
- Facilitate cross- departmental access
- Optimize customer service
- Fulfill retention periods and deletion deadlines

Solutions

- Dosis4 ECM platform for company- wide information management
- Audit- proof archiving for compliant retention and deletion of contracts, invoices, etc.
- Deep ECM integration into the CRM system

Project Overview

Starting Point

Sunrise Communications AG is the largest private telecommunications provider in Switzerland and has 2.35 million customers (2017). With so many customers, the document volume is likewise high. Before partnering up with SER in 2000, the employees managed customer documents, e.g. mobile telephony contracts, all by hand. They often had to search long to find the necessary documents. It became clear that there was a need for more efficient and digital working methods. Doxis4 was the solution for this – and so much more. With the Doxis4 ECM platform, the company established company-wide information management and digitized document-intensive processes. Sunrise manages all contracts, invoices and more centrally and compliantly with Doxis4. Employees can access this information – also from the CRM system – at any time and provide information to customers.

Why Doxis

- Long-standing and trusting working relationship
- Future-oriented, extendible platform technology
- Extremely stable and scalable ECM system

Solution

Doxis4 iECM suite with DMS, archive, BPM, email management, CRM integration

Integration

Microsoft Office, SharePoint, CRM, ERP

Document volume

Approx. 200 million documents (almost 13 TB); ca. 30k documents added daily.

Users

 2,000 users

Implementation

- 2000: Launched the SER archive with a connection to the CRM system
- 2004: Connected archive to the external customer portal “My Sunrise”
- 2011: Launched current product generation Doxis4
- 2015: Replaced multiple file directories and migrated 1.5 million customer documents, which since then have been safely stored in Doxis4 and can be retrieved in the CRM system; launched single sign-on for all users
- 2016: Migrated 50,000 technical information objects (configuration files, infrastructure data, etc.) from the old DMS system
- 2018: Enabled the immediate display of archived customer data directly from the CRM system; established centralized filing of vendor invoices from ERP
- 2018 (planned): SharePoint archiving, automated inbound mail processing

Benefits

- All customer documents accessible quickly and across all departments
- Optimized customer service thanks to well informed employees
- Meet compliance requirements through audit-proof archiving

Used Doxis Modules

Search

- Text mining
- Keyword
- Full text

Integration

- ERP & CRM
- Sharepoint
- Microsoft Office

Input

- Email

Capture

- Capture/Scan

Doxis

Clients

- Windows
- Mobile
- Web

Storage

- Archive
- DMS

Files & Processes

- eFiles
- Task & Process Management/BPM

Extraction

- Invoice
- Incoming mail