

"Living logistics" – SER helps the TGW Logistics Group transfer knowledge across the globe

- Uniform ECM platform for cross-location logistics projects
- Integration of technical drawings into Doxis4
- Secure version management
- User-oriented approach minimizes organizational effort

BEST PRACTICE TGW Logistics Group



The company

With approximately 2,500 employees worldwide, the TGW Logistics Group, based out of Wels, Austria, provides customized intralogistics solutions to leading firms such as Adidas, Zalando, Esprit, Jack Wolfskin, Mango, Coop, Kaufland, Banner Batterien, Conrad, Thomann, Amazon and Kärcher. In the financial year 2014/2015, the TGW Logistics Group generated revenue of 475 million euros. This corresponds to a growth rate of over 28 percent within one year.

With highly developed production plants in Austria, the US and China, the company – founded in 1969 – produces everything from single components to complete conveyor, warehouse and order picking solutions. What's more, about 350 software and 220 controlling experts make sure that the mechanical systems work perfectly at customer plants.



The TGW Logistics Group headquarters in Wels, Austria

Management summary

The TGW Logistics Group, an Austrian general contractor for complete solutions in the intralogistics sector, sets itself apart through its extensive internal know-how that is harnessed across the global corporate group to plan, implement and support international plants throughout their life cycles.

To secure a successful future for internal cross-country and continental collaboration and for partnerships between this rapidly expanding company and external companies, TGW decided to launch the Doxis4 iECM suite by SER across all 14 of its branch offices in Europe, Asia and the US. Today, the logistics specialist uses a series of electronic records, e.g. for projects, products, items, and customers, plus records for supporting internal processes. They make sure that employees across the globe have constant access to relevant documents in the most up-to-date versions.

A special feature of the TGW solution is the integration of 2D CAD documents, where Doxis4 also functions as a product data management (PDM) system. TGW's satisfaction with the user-oriented and process-supporting SER solution has motivated it to expand on the ECM system with email archiving, the Doxis4 iRoom and further modules.



The worldwide network of TGW branch offices

Project facts and figures

TOPIC:	Creating a group-wide ECM solution with CAD integration
CUSTOMER:	TGW Logistics Group GmbH
HEADQUARTERS:	Wels, Austria
INDUSTRY:	Intralogistics
EMPLOYEES:	2,500 employees at 14 branch offices worldwide
SER SOLUTIONS:	Doxis4 iECM suite with numerous eRecords (e.g. for project, product, item, customer and quality management), CAD Manager
INTEGRATION:	ERP system, AutoCAD
DOCUMENT VOLUME:	Doxis4 currently manages ca. 4 million documents (about 600,00 of those drawings; in total about 8 TB)
PROJECT START:	September 1, 2011
PLATFORM ACTIVATED:	September 1, 2012
GLOBAL ROLL-OUT:	July 1, 2013
HIGHLIGHTS:	Innovative platform for exchanging and working together on documents and CAD drawings across all departments and branch offices





"SER supported our ECM projects with a high level of expertise and flexibility in the implementation."

Johannes Gebetsberger, Application Services Project Manager and project leader of the Doxis4 launch at the TGW Logistics Group

Goods distribution combined with information transferal – ECM ensures smooth processes

The TGW Logistics Group is proud of the fact that, as a general contractor, it is able to provide complete intralogistics solutions, from small conveyor technology applications to complex logistics centers for all kinds of sectors – all from one source. "We also produce our own components and products for our complete solutions. We develop our own software and thereby create individual systems for our customer's requirements. From the very beginning, a TGW solution is based on pure TGW know-how," explains Georg Kirchmayr, President of the TGW Logistics Group. Guided by its principle "TGW – Living Logistics", the company is writing its international success story. One of the firm's cornerstones of success is its ability to quickly and securely disseminate know-how throughout the company. After all, when planning and realizing a plant, numerous employees and departments are involved. This starts with the local sales manager who works oriented on the local circumstances and customer needs, regardless of whether the project is in Europe, Asia or the US. Application engineering takes place in the branch office and in the headquarters in Wels, Austria, where the plant is planned and developed. Furthermore, many processes take place across several areas. For example, in software development: The colleagues in the Wels location work together with colleagues in the US, Spain and England.



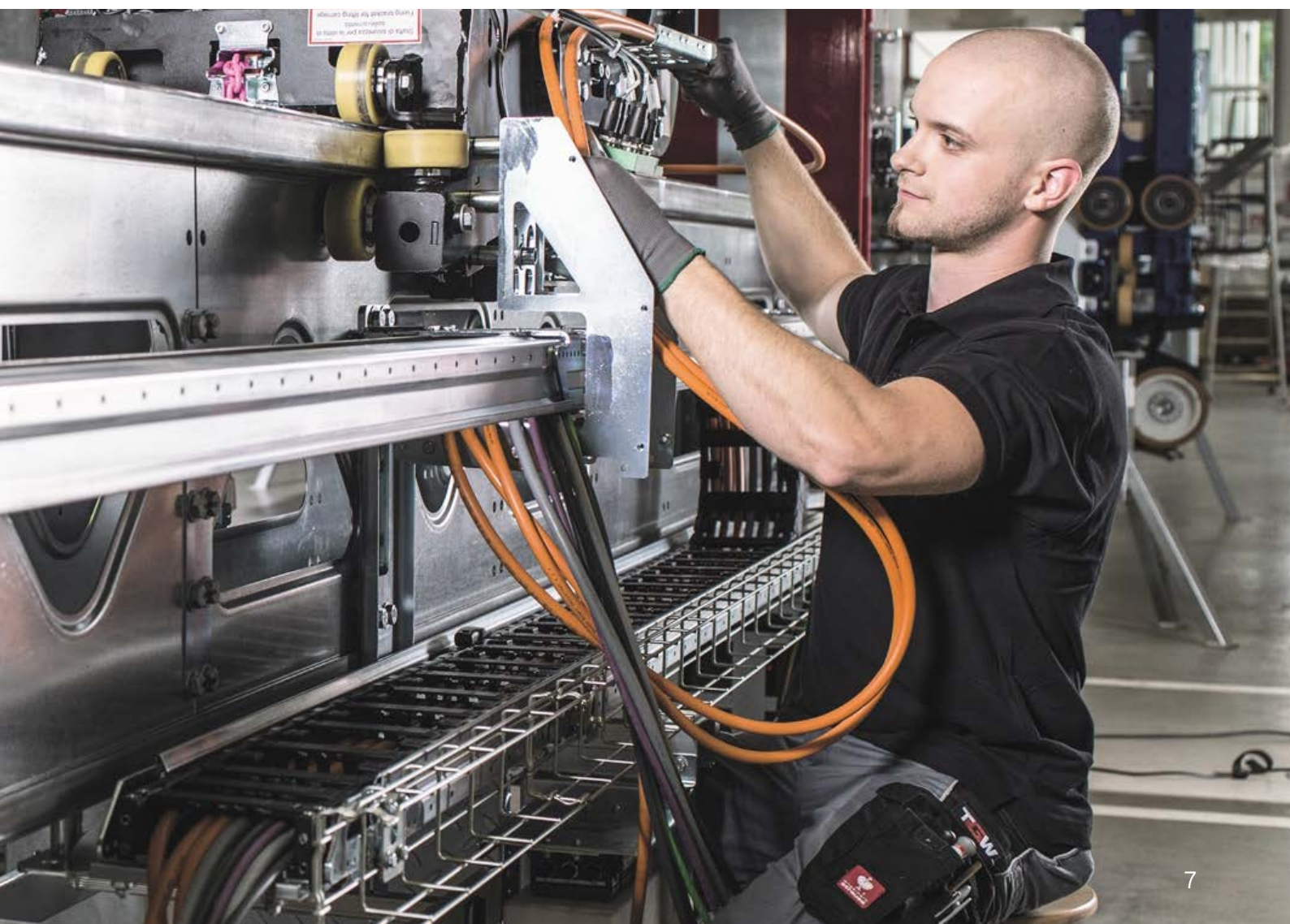
"Doxis4 is optimal for us, because it allows us to file numerous marketing documents in a way that the latest version is immediately available in all of our international branch offices and for all of our departments."

Daniela Nowak, Marketing & Communications Specialist
at the TGW Logistics Group



It is the customer who ultimately profits from the custom-made solutions that are based on internationally established and tested systems – in other words, best practices. This means that project teams rely on information from a wide variety of countries. The bottom line: It is crucial for the success of the TGW Logistics Group and its customers that know-how is transferred consistently and securely across departments and often even continents.

Prior to the launch of the company-wide ECM solution Doxis4 by SER, the individual branch offices and units faced many challenges in their collaboration. Employees spread out across the globe usually conducted plant projects in Outlook folders and in the local file system with an individual structure typical for the Explorer environment. There was a lot of redundant data retention. They had to search through many systems for project or product data that was neither consistently structured nor tagged in a standardized way. "It used to take a considerable amount of time to get a specific item of information," recalls Johannes Gebetsberger, Application Services Project Manager at the TGW Logistics Group. "You were sometimes dependent on support from other colleagues who had to help find a document and send it to you."





"Working together is so much easier now in the TGW Group. We continue to grow together as a corporate group, because we have access to the same data and can efficiently share information."

Johannes Gebetsberger, the TGW Logistics Group



Making things more difficult were the time zone differences, especially if colleagues were at a construction site abroad and urgently needed information.

The biggest problem was that colleagues were never 100% sure that the document they had was really the most current one: "When you see how quickly plant layouts are developed today, you understand how it was possible back then that a team was actually working with an outdated drawing." The situation was exacerbated by the fact that TGW is growing rapidly: The number of employees almost doubled in the last five years and projects are conducted across branch offices. As a result, the challenge of securely transferring information – imperative for company success – was also growing.

All relevant information on one central platform

In light of the increasing number of challenges the TGW Logistics Group was facing, it decided to launch a company-wide ECM solution. Led by Johannes Gebetsberger, responsible for DMS at TGW, and Roland Gruijthuisen, Application Services Project Manager, a project team consisting of employees from various corporate units was put together. In a structured tender process, two of the six DMS vendors were chosen for the final selection. In the final step, each vendor gave a presentation of its use cases. Doxis4 emerged as the best solution for TGW.

"Besides the high quality of the solution, SER clearly wanted to understand TGW's requirements. From day one on, SER has supported our ECM projects with a high level of expertise and flexibility in the implementation," praises Johannes Gebetsberger, reflecting on the working relationship with SER. SER's project team members reacted quickly to the special needs and gave innovative ideas for the standard product. "From the start, we wanted a function that allows users to change descriptors throughout several documents. SER took this idea and fine-tuned it, finally implementing it as a standard function. Being able to work so closely with the development team was a crucial aspect for us, one that persuaded us to work with SER," Gebetsberger adds. The TGW project leader also sees the physical proximity to SER as a major advantage: "In the critical phase we had weekly project meetings either in the SER office in Pasching near Linz or in the TGW headquarters in Wels." And the hard work has paid off: With Doxis4, the TGW Logistics Group now has a sustainable solution that perfectly fulfills all the requirements of a logistics specialist.

A key component of the successfully launched ECM system was the project record. All relevant project documents are now available worldwide to all project team members on one central platform. This includes sales and implementation documents such as CAD drawings, technical layouts, correspondences, and more. Everything is now in one electronic record. "We have structured the project record in a way that all project steps, from the offer phase to lifetime service, are now depicted in one record. I have an overview of all project information and each employee gets exactly the information that is needed," says Gebetsberger, expressing his satisfaction with the SER solution. The files are physically located at the headquarters in Wels and are automatically replicated for branch offices that require them. With this both central and decentralized approach, the time needed to access data is minimized.

Thanks to the access rights system in Doxis4, rights to project records and documents can be managed accordingly. The access rights system ensures that know-how stays in the right hands. For a company like TGW, information security is a fundamental prerequisite for sustainable corporate success.





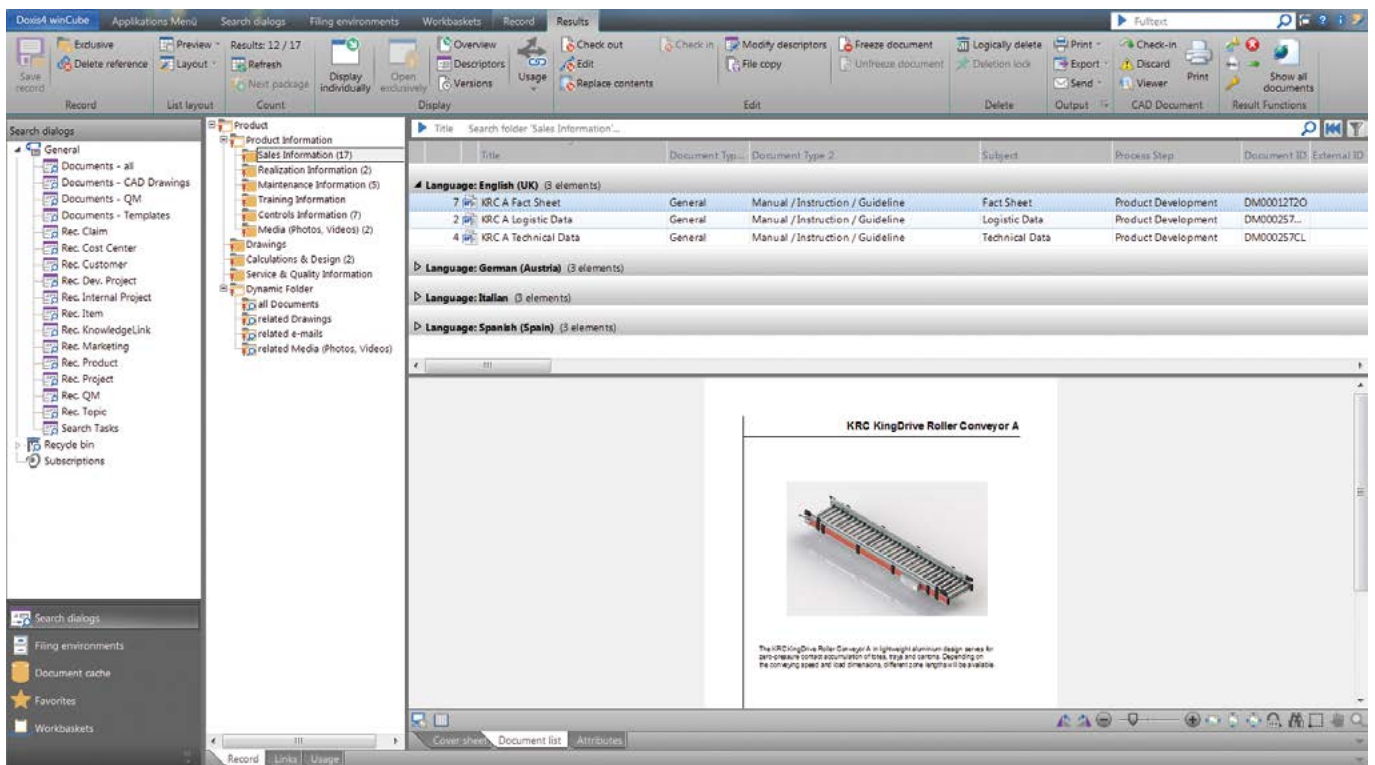
From prototypes to production systems in record time

The launch project of Doxis4 iECM suite began in September 2011 with formulating tasks, designing the project record and rolling out the solution worldwide. To develop the best possible solution for the TGW Logistics Group, workshops were held. Project leader Johannes Gebetsberger gathered employees from various TGW branch offices and departments, such as sales, implementation and lifetime services, and invited them to the headquarters in Austria to define the record structure together. Gebetsberger explains those first steps: "To find a feasible solution for the TGW Group, small groups discussed process-specific requirements of the record structure."

Thanks to the close collaboration between TGW and SER Austria, they had a finished solution within a few months. Because SER does not develop individual software, but rather customizes standard software to meet customer requirements, a suitable model was chosen using agile customizing. This means that a solution is found among one, maximum two iterations. In TGW's case, the customizing process was complete within a short period of time and Doxis was rolled out on July 1, 2013 after an extensive test phase.

In addition to the project record, TGW also launched a product record: "As our second milestone, we wanted to find a way to share product information on a global scale. Once again, we had a lot of problems with various versions in circulation. Our product development team makes fast progress, introducing new solutions to the market. Furthermore, existing products are constantly being further developed. Keeping information such as technical data or customer service information up-to-date in all branch offices used to involve a lot of work," Gebetsberger remembers the difficult situation before the Doxis4 product record was launched. Today, the logistics company profits from the advantages of an innovative ECM solution also in the area product management.

Another important module of the worldwide TGW solution is the customer record. It depicts the working relationship with customers beyond projects, noting customer decisions and improvement agreements. Moreover, the comprehensive ECM solution has additional components: supporting internal records such as department records, records for internal organization projects or the item record, which has all documents of an item (e.g. drawings, specifications, calculations, photos) and is connected to the ERP system. The quality management manual is another module that was recently launched. "We have numerous sets of instructions and guidelines at our branch offices. This is why we had to replace the legacy system with a central document management system where all data is filed. Today, each branch office has a QM manual that is centrally available and always up-to-date," says Gebetsberger.



TGW makes product information accessible worldwide with the product record



"Back then, CAD data was only available locally. Today, every authorized colleague from every branch office worldwide has access to CAD data without having to send it and thus create copies. This saves us a lot of storage space and guarantees version security."

Roland Gruijthuisen, Application Services Project Manager at the TGW Logistics Group

With the QM manual, the release process and procedure workflows for QM documents were also automatized and standardized. The hybrid Doxis4 BPM technology utilizes both normative and adaptive process management to create the best possible conditions for designing TGW's processes as strong as necessary and as flexibly as possible. Doxis4 BPM also makes work noticeably easier for employees. Once again, Doxis4 by SER, in minimizing the organizational effort, helps the employees of the TGW Logistics Group to fully dedicate their working hours and energy to the company's success.

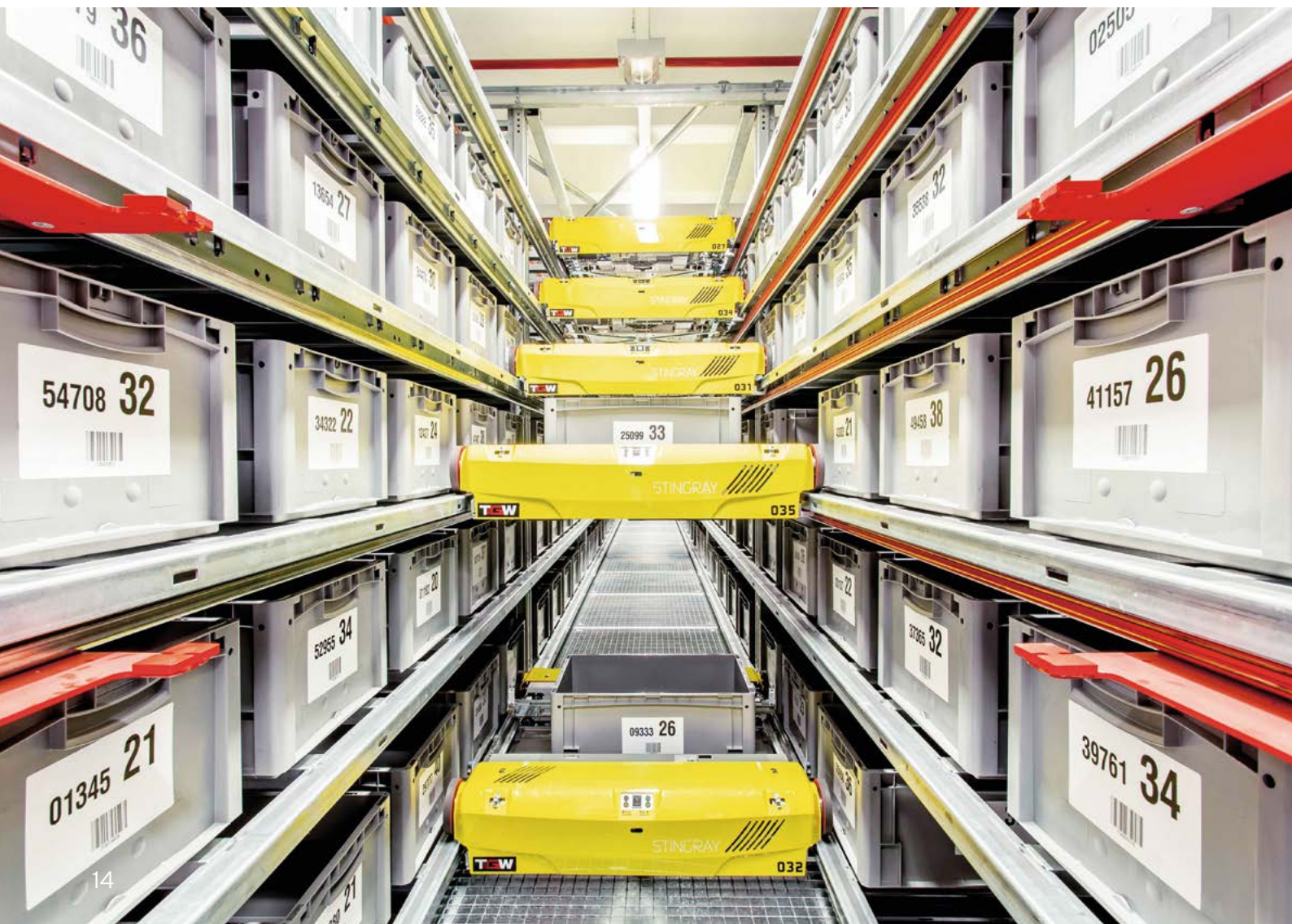


Requirements profile

- Uniform, sustainable ECM platform for cross-location logistics projects
- Consistent and flexible software for all record types (project record, customer record, product record, department record, internal project record, etc.)
- Verifiable transferal of documents
- Version management
- Worldwide access to all relevant documents
- Distributed data retention and performance
- CAD integration, used as a product data management (PDM) system
- Innovative project approach (agile customizing)

The CAD Manager: Technical drawings always up-to-date

An important component of the Doxis4 iECM solution at the TGW Logistics Group is the integrated Doxis4 CAD Manager for technical design drawings and plant layouts. The CAD Manager ensures that not only common file formats such as Office, PDF, web and emails are supported, but also CAD formats can be worked on and displayed in the integrated viewer. In this way, Doxis4 also functions as a product data management (PDM) system for 2D drawings. Roland Gruijthuisen, responsible for the CAD area at TGW, explains: "Back then, CAD data was only available locally. Today, every authorized colleague from every branch office worldwide has access to CAD data without having to send it and thus create copies. This saves us a lot of storage space and guarantees version security." Another advantage of the CAD Manager is that users can file and search for information directly in Doxis4 without having to switch between systems. Gruijthuisen is also pleased that the CAD Manager was optimally adjusted to the requirements of TGW throughout the launch process. In the end, approximately 500,000 drawings from the outdated database were transferred to Doxis4 in addition to 200,000 drawings from the file system.





ECM@TGW wins the ECM Award

User-friendliness was one of the reasons why the project "ECM@TGW" won the ECM Award in the category "Innovative Project Implementation".



The ECM Award was created by Pentadoc Consulting, one of the most well-known consulting firms in the area of ECM. The prize recognizes the benefits of ECM for companies; the user and her/his requirements, not the technology, are the focus here.

High value:

User-oriented approach facilitates work for employees

As a fast-growing and increasingly global company, the TGW Logistics Group now has an ECM system that significantly supports the transfer of know-how across departments and branch offices worldwide. This is essential for TGW's business success. Thanks to Doxis4 by SER, 2,500 TGW employees can work on and distribute documents across the globe – protected by the necessary version security.

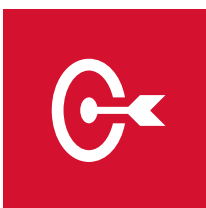
Doxis4 also helps employees to break away from traditional folder structures in Explorer and to see their tasks and the related information and documents as parts of processes. In other words, process-oriented thinking within the company is being promoted and perfected. The successful launch of Doxis4 has motivated the TGW Logistics Group to strengthen its productive partnership with SER Austria and to expand on the Doxis4 solution.



10 good reasons for choosing SER



- 1 Future-oriented ECM solution
- 2 Consistent, global access to all relevant data
- 3 Guaranteed version security
- 4 Integration of non-standard document types, e.g. CAD drawings
- 5 Encourages process-oriented thinking within the corporate group
- 6 Customers can be closely involved in development
- 7 Quick fulfillment of individual requirements
- 8 Strict access rights system improves information security
- 9 User-oriented approach facilitates the roll-out and reduces organizational effort
- 10 Partnership based on equality



Discover **SER!**

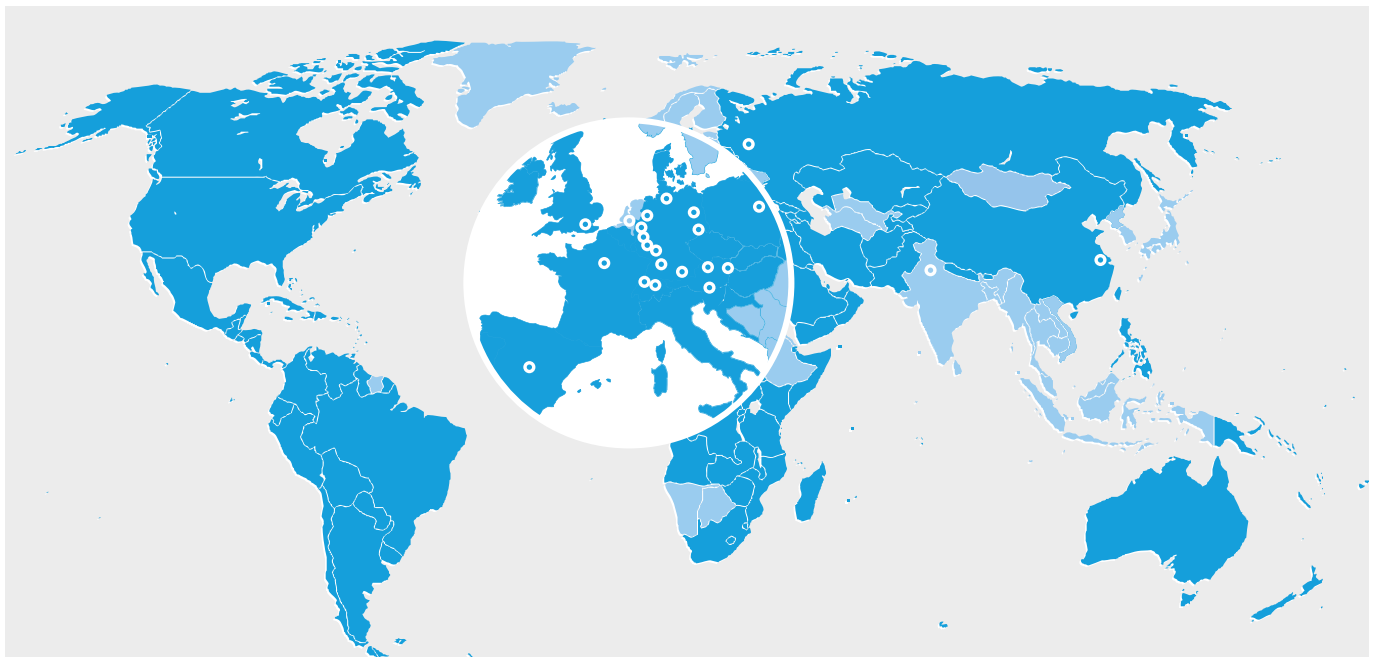
- SER is one of the top five software-only ECM vendors worldwide*
- A "Visionary" in Gartner's Magic Quadrant for Content Services Platforms 2017
- A "Strong Performer" in Forrester's ECM Waves
- Europe's largest independent ECM software vendor**

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Find out more about our SER Group offices at www.ser-solutions.com/locations

■ The countries marked in dark blue have 1 of the 12 languages supported by Doxis4 as their official language.

*Measured by revenue according to the Market Share Analysis: Enterprise Content Management, worldwide, 2014 (Gartner)

**SER is the number one vendor of ECM software in terms of turnover, gross profit, operating profit and number of employees (according to recently published figures). Subject to technical changes, errors and misprints. All mentioned brand names are registered trademarks of the respective enterprise.

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