

# references

## Extract from the Customer List



*Around 5,500 DocuWare installations with tens of thousands of users span the globe in over 50 countries. To learn more about these installations, detailed case studies can be found on our website, classifiable by industries, areas of application or company names. Convince yourself - read about how DocuWare users have reached their goals and what advantages DocuWare has for you!*

### Mosscare Housing Ltd.

**Industry:** Service  
**Country:** Great Britain  
**Division:** Accounting, Customer Service  
**Task:** Better workflow and reduced retrieval time through centralized documents, space saving  
**Benefit:** Increased quality of service both internally and externally, reduction of filing

### Hofbräuhaus

**Industry:** Manufacturing  
**Country:** Germany  
**Division:** Logistics, Purchasing  
**Task:** One central document pool, simplify document management, integration of the brewery's software OS-Brau  
**Benefit:** Improved service, purchasing and logistics benefits, conserving the environment

### U.S. Recordings

**Industry:** Service  
**Country:** USA  
**Division:** Customer Service  
**Task:** Improve customer service, reduce processing time and costs  
**Benefit:** Improved efficiency, better workflow processes, decreased employee stress levels, business growth without adding staff

### Douglas County

**Industry:** Government  
**Country:** USA  
**Division:** Law Enforcement, Medical Records, Government Records  
**Task:** File and store many different types of documents, thousands of dead files  
**Benefit:** Faster document retrieval, improved efficiency

### IKEA

**Industry:** Retail  
**Country:** Austria  
**Division:** Accounting  
**Task:** Central document pool, integration with CODA-Financials  
**Benefit:** Considerably less space is needed for storage, increased transparency, cost savings e.g. the ability to take advantage of discounts and rebates



## Falke

**Industry:** Clothing Manufacturer/  
Lifestyle

**Country:** Germany

**Division:** Accounting, Customer  
Service

**Task:** Centralized filing of  
about 500,000 docu-  
ments per year, compli-  
ance with legal terms

**Benefit:** Improved customer  
service, reduced costs  
and space, significant  
reduction in storage and  
search costs

## University of Milan

**Industry:** Education

**Country:** Italy

**Division:** Human Resources

**Task:** Retrieve and file pay-  
roll and other HR docu-  
ments for 4,500 emplo-  
ees, send docs via email

**Benefit:** Instead of external  
archives, documents are  
now stored in a central  
document pool and are  
immediately accessible via  
the intranet, significant  
time and costs savings

## Structural Integrity Associates, Inc.

**Industry:** Service

**Country:** USA

**Division:** General Administration

**Task:** Provide worldwide, 24h  
access to information,  
operate in a multi-site  
environment

**Benefit:** Improved customer  
relations, increased  
productivity of on-site  
visits due to improved  
availability of project  
information

## Independent School District 196

**Industry:** Education

**Country:** USA

**Division:** Human Resources

**Task:** Reduce document  
retrieval and refiling time,  
make employee files  
easier to maintain

**Benefit:** Better control of confi-  
dential employee records,  
efficient HR processes  
save resources across the  
district

## Jupiter Aluminum

**Industry:** Manufacturing

**Country:** USA

**Division:** Accounting, Customer  
Service

**Task:** Store documents securely,  
provide fast access to  
business-critical  
information, increase  
productivity

**Benefit:** Reduced costs, reduced  
storage space, having all  
documentation available,  
improved vendor relations

## All County Earth America

**Industry:** Service

**Country:** USA

**Division:** Accounting, Customer  
Service, Fleet Manage-  
ment

**Task:** Fast-growing company  
overwhelmed by paper,  
productivity lagged due  
to tedious document  
retrieval times

**Benefit:** Instant document  
accessibility has boosted  
employee productivity



## Altoona Hospital

**Industry:** Healthcare  
**Country:** USA  
**Division:** Medical Records  
**Task:** Automate and streamline medical records workflow processes  
**Benefit:** Better, faster, more secure access to outpatient medical records, improved patient privacy, reduced the hospital's legal exposure, lowered personnel costs

## Ministry of Justice

**Industry:** Government  
**Country:** Bulgaria  
**Division:** Headquarter, Registry Agency and 148 nationwide courts  
**Task:** Centralize processing of documents (e.g. grievances, letters), fast and precise retrieval, work flow functionality, electronic signature  
**Benefit:** Secure storage of information, optimized document workflow

## Avon Portugal

**Industry:** Distribution  
**Country:** Portugal  
**Division:** Accounting, Customer Service  
**Task:** Electronically file and manage order forms, invoices, sales contract and legal documents, rational complaint management  
**Benefit:** Easy access to documents eliminated time-consuming research

## Bozeman Deaconess Hospital

**Industry:** Healthcare  
**Country:** USA  
**Division:** Medical Records  
**Task:** Manage records across a multi-site environment, make document retrieval easy, accurate, and fast  
**Benefit:** Cost savings of \$20,000 a month, reduced waiting time and improved patient care, streamlined processing of insurance claims

## Heimbach Ibérica

**Industry:** Manufacturing  
**Country:** Spain  
**Division:** Sales, Technical Services  
**Task:** Gain fast access to hundreds of visit reports, quickly circulate internal documents electronically, allowing comments but no changes  
**Benefit:** Achieved cost and time savings by reducing retrieval time and providing branches abroad with access via the web

## Warsaw Police Department

**Industry :** Government  
**Country:** USA  
**Division:** Law Enforcement  
**Task:** Increase document security, reduce document retrieval time as well as costs  
**Benefit:** Search features allow DocuWare to be used as an investigation tool, efficient document retrieval, reduced costs, added document security



## Oaklawn

**Industry:** Healthcare  
**Country:** USA  
**Division:** Accounting  
**Task:** Improve document workflow, comply with HIPAA regulations, share information between departments  
**Benefit:** Streamlined business processes and information access enterprise-wide, reduced legal exposure, improved patient satisfaction

## GE Capital Bank

**Industry:** Banking  
**Country:** Poland  
**Division:** Credit  
**Task:** Eliminate external storage of credit documents and provide quick retrieval  
**Benefit:** Customer service has improved immensely since credit requests or inquiries can now be handled within seconds instead of hours, days or even a week

## Krispy Kreme Nevada

**Industry:** Manufacturing  
**Country:** USA  
**Division:** Accounting, Human Resources  
**Task:** Improve the accessibility and security of A/P, A/R and HR documents  
**Benefit:** Better workflow, increased employee productivity, accessible and secure HR documents, reduced document retrieval time

## Corrigan Dispatch Company

**Industry:** Transportation  
**Country:** USA  
**Division:** Customs, Accounting  
**Task:** Provide quick access to customs forms and invoices, integrate solution with accounting software  
**Benefit:** Simultaneous access to documents, improved efficiency and productivity

## Langenscheidt

**Industry:** Media  
**Country:** Germany  
**Division:** Sales  
**Task:** Automate archiving of incoming documents, store information from the order processing software, make information available for audits  
**Benefit:** High-quality customer service, fast order processing, time and storage savings

These and further case studies can be found in detail on our website at [www.docuware.com](http://www.docuware.com)