Baltz
WIR LEBEN MODE

Trade in change
Success story

windream
MANAGING DOCUMENTS

Trade in change
Five generations of family tradition

Almost 200 years of existence, the fifth family generation at the lead - the Baltz clothing store in Bochum is a real traditional company. In addition, the main building is located on the very spot in downtown Bochum where Moritz Baltz opened the store in 1827. The former 25 square meters have grown to the size of a department store, and it is no longer the only store - there are now four, supplemented by an online store. Andor Baltz, the great-great-grandson of the founder, is in charge.„Even in the online era, people appreciate service and advice, which is why our regular customers extend far beyond Bochum," knows Dieter Schorr, commercial manager at M. Baltz GmbH. In addition, the customers honor the transparency: The fashion house relies wherever possible on manufacturers who show respect for people and nature. Environmentally friendly produced and fairly traded goods are marked accordingly and are handed over in a nylon bag or felt bag after purchase.

Baltz
WIR LEBEN MODE

Time for digital processes

„Our incoming goods department for all stores was always located at the head quarter," Schorr describes. „All goods first came to the fifth floor and were registered and checked here before being distributed to the departments and stores. But as we continued to grow and needed more retail space, we decided to move logistics to a greenfield site about eight years ago." As a result, a warehouse was built outside the city center from which the head office and stores receive their deliveries. Along with all the advantages this brought, it also created a problem, because handling the numerous documents became more complicated: „At the head quarter, it was easy to bring together paper-based delivery bills and invoices for processing and archiving, because the delivery and accounting departments were nearby. The decentralized logistics outside the city center, which had been improved in itself, brought with it a new challenge in document transfer, because the delivery bill and invoice arrive at different locations. There could only be one solution: digitization."

Middle class for middle class

The long-standing connection with Bochum was definitely an aspect to decide in favor of windream's electronic document management when choosing a partner. „I had got to know windream at an event earlier, which is why we approached the company directly", the commercial manager reports. „If I have to decide between a provider from Southern Germany and one from Bochum, my choice naturally falls on the one from Bochum. We described our problem to the windream experts, whereupon they were able to show us a suitable solution. windream is a middle-class company like us, so we felt understood right away. The price frame was also alright, because we did not have to buy a huge software, but got exactly what we needed - this is the philosophy of windream."

Key Facts

- Implement an electronic document management
- DMS-integration into the existing accounting software of Diamant
- Extension of the windream ECM by e-mail archiving
- Introduction of the electronic invoice register
- Saving costs, time and paper

Introduction without barriers

The introduction of the windream ECM-system went quickly: Soon, Baltz's administrative staff was able to scan documents and archive them electronically. Each of them quickly got to know how to use it. „The handling is based on known processes and is basically as simple as ‚saving as' documents, which is why it was so easy to get started", Schorr remembers. The employees needed instruction in indexing by barcode so that they could merge documents and also find them again. They were also instructed in how to use the search functions so that they could quickly search for archived information in a targeted manner without losing time.

All 20 employees who use the DMS can view the documents in any application and do not have to call up the windream interface separately. Especially the connection to the Diamant accounting software has ensured consistent processes. For even more comfort, the employees were provided with a double screen at their workstations, so that they can easily see receipts and information in front of them.
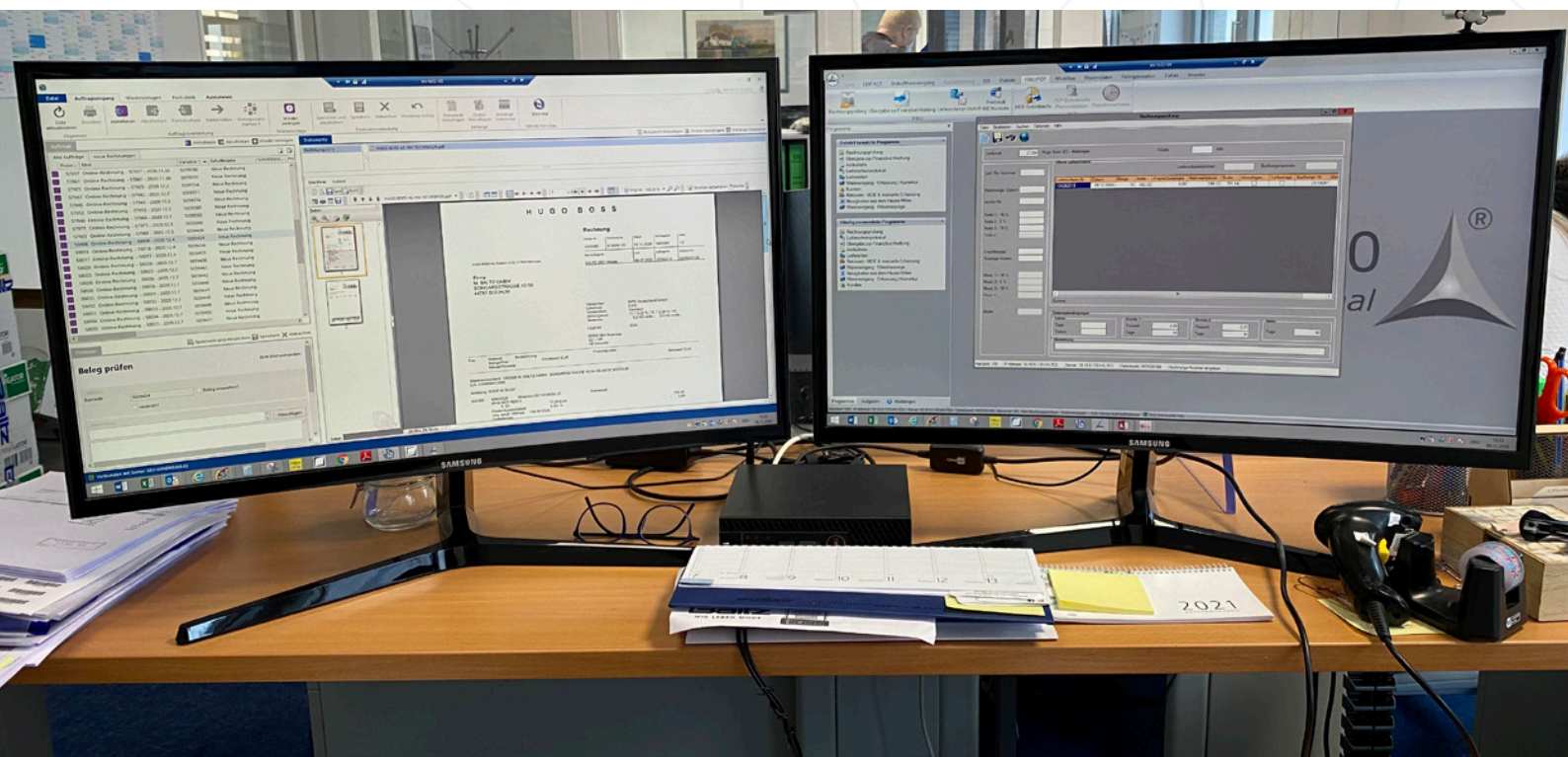
Archive digitally instead of punching and stapling

Times are changing. While Baltz was happily digitizing documents and thus highly automating processes, suppliers soon came up with the idea of invoicing their services by e-mail. The assumption that this would bypass scanning is a fallacy, because technically emails and scanned images have nothing in common. „We went about printing out the PDF invoices from the emails, adding notations and a barcode, and scanning them back in," Schorr recalls. „As absurd as it seems, you can do that with single invoices in between, but as it became more and more, we quickly realized: that can't be the solution." As a result, the windream

ECM was extended by e-mail archiving. The double media break thus went down in history.

In this context, windream introduced the electronic invoice register for incoming goods at Baltz, which bundles all invoices - no matter whether they arrive by mail or by e-mail. Suppliers now send their invoices to a specific e-mail address, whereupon the system assigns a number to each invoice and automatically allocates it to the transaction. Since almost 90 percent of invoices are now received electronically, this investment made more than sense.

Not all invoices are equal

Because goods receipt is highly standardized - there is a purchase order for an invoice and the data usually match - posting can be more or less automated. Human intervention is necessary here and there if goods turn out to be damaged.

The situation is different when it comes to accounting for services that are not part of the main business, such as repairs or decoration. Here, there is no two transactions alike, and more departments are involved. „The associated invoices are manually reviewed by the employees who

ordered the services," Schorr says. „But we are already in talks with windream to be able to map these processes electronically, too."

Meanwhile, the connection with the cash registers in the stores runs smoothly. „Whenever something has to be receipted a payment by credit card, an exchange or when a customer wants to take a selection of clothes home to try on - signpads are used," Schorr reports. „Again, windream has helped us convert a paper-based process."

Positive result

A current plan for the future concerns the electronic personnel file, which will relieve another department from manual activities. „We are very successful with the windream ECM and would recommend it at any time", Dieter Schorr sums up. „Despite growth, we did not have to increase the number of employees and were thus able to save costs. We work decentrally and still gain a lot of time. And last but not least, we hardly use any paper and printing ink, which is in line with our sustainability efforts."

Your contact at windream

If you are interested in more detailed information on integrations, solutions or products from the windream world, please do not hesitate to contact us.

Allow yourself to be convinced and decide in favor of windream!

windream GmbH

Wasserstraße 219
44799 Bochum
Germany

📞 +49 234 9734-0

✉ info@windream.com   **www.windream.com**

windream
MANAGING DOCUMENTS