

Digitalized archiving decreases
administration and space
requirements

Altes Tramdepot Brewery Restaurant AG

Case Study Therefore



Canon

Digitalized archiving ensures less administration and space requirements

Summary

The Alte Tramdepot in Bern, Switzerland has a long history dating back to 1890, when the building was used as a depot for the compressed air tram along the „Bärengraben-Zytglogge-Güterbahnhof“ line. After the route was decommissioned in 1901, the building was first used as an automobile garage and later as a storage room for stage sets and requisites for the town theatre. It was also used for festivities and cultural events.

Since 1998 the Alten Tramdepot has been transformed into a restaurant and brewery. Alten Tramdepot employs 110 people in the kitchen, brewery, in service and in administration and management.

Challenges

Structured, time efficient administration and infrastructure are essential in guaranteeing smooth business operations. Every minute that is saved in the back office means that a greater capacity is available for customer service. A reliable and digitalized archive that securely stores relevant business data contributes to a company's success while saving both time and space.

Alte Tramdepot first came in contact with document management systems when the owner, Thomas Baumann, read about the information management system Therefore™ by Canon on the Internet in 2013. Since Alte Tramdepot had been a satisfied Canon customer for many years, he asked his consultant about Therefore™ during their next meeting. „We were able to try out a Therefore™ test

license during a pilot phase and were so thrilled with the system that there was no doubt about staying with a Canon document management system“, says Thomas Baumann.

Solution

Therefore™ is a secure and user friendly software that guarantees the secure storage, tamper-free archiving and easy access of business documents. The administrator can define user rights to ensure the confidentiality of documents as well as the compliance and traceability of business processes.

„We use Therefore™ for internal as well as external document management, from staff administration, accounting vouchers, delivery and service contracts to customer correspondence. All documents are easily digitalized, edited and archived“, says Thomas Baumann. He continues, „Since the data is archived centrally, all employees can access the latest version of a document no matter the time or place.“

Canon offers Remote-Support that solves most problems: a service member can remotely access the system without having to physically come to the business. This saves time and money.

„Thanks to Therefore™ we need far less space to store physical documents- we could reduce our binders by almost half!“





Result

“On the one hand, we need far less space for a physical document archive thanks to Therefore™. We have reduced our folders to almost half the amount. On the other hand, our data is far better structured. It takes us less time to search and retrieve documents which guarantees a homogeneous standard of knowledge within the team”, says Baumann. Due to the clear user interface, even inexperienced IT employees easily work with the system.

In addition, the team is able to simply exchange information with Therefore™. For example, employees working in the restaurant can access certain documents and information if no one is in the back office.

The improvements can be felt by the customers as well: Faster reaction times to inquiries are possible since documents can be retrieved quickly and reliably. Documents are saved in dossiers that can be sorted by customer-enabling staff to answer questions concerning non-coherent requests.

“We have been very satisfied with the services offered by Canon for 16 years, everything works perfectly and quickly. Customers can really count on Canon!” Thomas Baumann exclaims.

„Our data is well structured thanks to Therefore™. This leads to a reduction in retrieval time and guarantees that employees can access certain documents at any time.”

“Regardless if it’s HR
documentation, invoices,
supplier and service contracts,
or customer correspondence,
- everything can easily be
digitized and processed in
Therefore”

Thomas Baumann

Owner, Altes Tramdepot Brewery Restaurant AG

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