

# Coressa

Saint Boi Municipal  
Services Company

They've digitized all their  
paper records to make  
secure, centralized access  
possible.

coressa

Corporació  
d'Empreses  
i Serveis  
de Sant Boi

**Canon**

# Coressa boosts user support and staff productivity with a robust document management system

## The Company

Coressa is a municipal company based in Sant Boi de Llobregat, a town in the Barcelona metropolitan area with a population of over 80,000. Established in 1990, its mission is to deliver efficient, tailored services for residents and local businesses. Today, Coressa stands as a leading organization in Baix Llobregat, a key communications hub south of Barcelona, employing more than 400 people, operating 300 computers, and managing 20 work centers. Their public services include municipal towing, parking zones, street cleaning and waste collection, gas station management, business incubators, training programs, employment initiatives, and more.

## The Challenge

The Job Club is a dedicated space within Coressa for active job searching, where employment pathways are closely tracked and over 2,000 unemployed individuals are assisted each year. A significant amount of paperwork is generated daily. Up until now, most of this documentation had to be manually entered into the ERP system. Whenever a user came in to update their file, the Coressa staff member had to leave their desk, head to the archives, double-check all the paperwork, make copies... This slow process wasted a lot of time, led to unnecessary paper use (as, in compliance with data protection laws, documents were later destroyed), and created storage issues in the archive room.

Meanwhile, the accounting department handles and processes about 5,000 invoices from suppliers across various divisions each year. Every invoice must be reviewed, approved, and entered into the accounting system, bearing in mind that a single invoice can relate to several departments, so tracking needs to be extremely thorough. Up to now, invoices were scanned and filed into departmental folders by hand. This resulted in

making access to documentation confusing and not very secure.

Given these challenges, Coressa's top priorities were:

- Ensure efficient management of both digital and paper documents
- Automate the invoice workflow
- Develop a strategy for storage and backups

## The Solution

Coressa chose to implement Canon's Therefore Business document management system, as it offered seamless integration with all their devices (they had





## Resultados:

- Repositorio centralizado para toda la documentación
- Seguridad y facilidad de acceso a los documentos
- Cumplimiento de la Ley de Protección de Datos (LOPD)
- Incremento de la productividad de los empleados
- Eliminación de las duplicidades y versiones obsoletas.

Entre los principales beneficios obtenidos en la gestión de los documentos, destaca la implantación de una estrategia coherente para el almacenamiento y recuperación de los documentos de cada departamento. Todos los documentos en papel pueden ser almacenados en un repositorio único y estar correctamente indexados para una rápida localización y recuperación. De este modo, Therefore ayuda a incrementar la productividad del personal de Coressa al mismo tiempo que garantiza la seguridad de la información.

En el departamento de contabilidad, el nuevo entorno evita la pérdida de facturas y permite almacenar y procesar las facturas en formato digital. “Podemos asignar responsables de los diferentes cargos por departamentos y hemos mejorado el tiempo de respuesta al estar acotado el tiempo de actuación”, concluye David Gómez, responsable Sistemas de Información de Coressa..

10 Canon devices), making it easier to input and manage scanned documents and incoming faxes. The implementation process covered everything from reviewing documentation and workflow analysis to installing and configuring the application on the dedicated server, setting up categories (indexes) for dynamic document control, creating digitization templates, and training both users and system administrators.

At Club de Feina, deploying Therefore has enabled the digital transformation of the paper archive by introducing automated batch processes:

- More than 15,000 user records have been scanned and indexed.
- Employees now enjoy powerful search and filtering capabilities

The accounting department has successfully

automated the invoicing process with helpful features like assigning cost centers and tracking due dates. A billing workflow has been set up where each task has a set maximum duration; if it's exceeded, the responsible parties are notified by email:

- When an invoice is received, a barcode is added and it's digitized.
- Therefore identifies it and enters it into the invoicing workflow.
- The accounting department is notified whenever a new invoice is pending processing.
- Each invoice is reviewed and routed to the appropriate department.
- Departments receive the invoice for review and approval.





“Implementing the Therefore document management system has given us outstanding security for document access, customized workflow solutions, and a robust backup system,” states David Gómez, Head of Information Systems at Coressa.”

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Canon Inc.  
canon.com

Canon Europe Limited  
canon-europe.com

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Canon Spain  
6 Europa Avenue  
Madrid, 28108, Spain  
Phone: +34 915384590  
Fax: +34 915640117  
www.canon.es