Case Study

Document Management
Service Provider

you can

Putting paper in its place

Vanerum GmbH in Bochum designs and delivers premium facility solutions. Today, the company digitally archives extensive project documentation using Canon technology.

File folders are a staple in every business. But for service providers who need to maintain records for years, paper files quickly pile up. Responding to questions about past projects often meant digging through filing cabinets. Internal searches were also tricky if each employee organized files differently. Vanerum Objekteinrichtungs GmbH in Bochum replaced much of its file storage with an integrated document management system from Canon, making it easy to locate information without the hassle.

Company Snapshot: Vanerum Objekteinrichtungs GmbH

Vanerum Objekteinrichtungs GmbH designs and equips high-end training and conference rooms. Their broad portfolio covers everything from furniture to digital media, which naturally leads to a significant volume of documents—now made much easier to manage thanks to digitalization.

Based in Bochum, the company operates independently as a subsidiary of the Belgium-based Vanerum N.V., which was founded in 1968. For much of its 41-year history, its main focus was on manufacturing school furniture and outfitting schools. In the mid-1990s, the business expanded its portfolio to include training and conference rooms.

Canon's digital document management solution now helps Vanerum's team respond to inquiries about past and ongoing projects much more quickly. More than 3,600 customers and prospects benefit from improved service—an essential foundation for growth in this industry.

www.vanerum.de

The Case: Vanerum Objekteinrichtungs GmbH in Bochum Moves to Digital Document Management

As a specialist in furnishing commercial spaces, Vanerum supplies a wide range of components from various vendors, resulting in extensive customer records. "Over time, we found ourselves dealing with way too many file folders piling up on our desks, while shelf space kept shrinking," explains Managing Director Martina Pyczka. The company faced an ever-growing volume of paperwork, especially with the booming business of outfitting conference rooms and similar spaces. "To support our continued growth, we had to speed up and streamline several internal processes," adds

For Managing Director Martina Pyczka, the investment in Canon's solution paid off within just a few months.

The Project: Targeted Digitalization of Key Areas

Working alongside Canon's experts, Vanerum Objekteinrichtungs GmbH pinpointed the various types of documents whose digitalization would have the greatest impact. This included incoming invoices, correspondence, product data, and internal administrative files. In addition to scanning paper documents, the solution needed to allow for direct storage of Office files. The HR, accounting, and purchasing departments were all involved in rolling out the new system.

VANERUM.   **Canon**

At Vanerum's Bochum location, 12 employees now benefit from the advantages of Canon's document management system.

Before

File Folder

Research takes a lot of effort

Time-intensive customer inquiries

Media breaks: digital and paper filing

Inconsistent filing

Afterwards

Canon Solution

- 1 Canon iR C2380i
- Therefore
- Scanning extensive project documents
- Digital filing
- Quick Search
- Greater efficiency
- Improved customer service

"Canon gave us excellent advice and tailored the solution to fit our needs"

Melanie Pyczka, Vanerum GmbH

solution is fully integrated. "Based on the specific document criteria, we worked together to develop a meaningful tagging system for storing files in our Therefore document management solution," explains Project Manager Jörg Mehlgarten from the Canon Business Center in Düsseldorf. Precise categorization ensures documents are stored logically and can be quickly located later. The system is built on Canon's imageRUNNER iR C2380i, a modern multifunction device that enables rapid scanning. Thanks to the integrated eCopy software, which connects directly to the document management system, documents are automatically routed to the correct folder, eliminating the need for duplicate work. "Canon provided excellent guidance during implementation. Our clear criteria, such as invoice and customer numbers, are essential for entering and tagging documents," says Melanie Pyczka, who oversees controlling and marketing at Vanerum and managed the project. Today, Vanerum Objekteinrichtungs GmbH has over ten user licenses, ensuring all employees have access to the data.

"Connecting to the central IT in Belgium went smoothly. Our solution also allows for easy expansion as Vanerum grows in Germany," says Project Manager Jörg Mehlgarten. The document management system runs on a Windows 2008 server with a Microsoft SQL 2005 database. Important email correspondence from Microsoft Outlook is archived via links in the Therefore system, while Office documents are added using Therefore's snapshot feature. Training requirements were minimal: "We started using the solution on day one, just as we envisioned," says Melanie Pyczka.

The Results: Faster Workflows Driving Steady Growth

Since January 2009, all incoming supplier invoices at Vanerum have been stored digitally. There's no longer any need to make three paper copies or use up valuable shelf space. "That really helps us, for example, when we're comparing prices while preparing new quotes," says Martina Pyczka. "We've reviewed our workflows at every level. With digital archiving, it's crucial to enter the data correctly from the start. Our integrated eCopy solutions

"Our investment in Therefore paid off in no time"

Jörg Mehlgarten, Account Manager

and Therefore make it simple for users to scan, archive, and tag documents in a single step. Thanks to required fields in the entry mask, mistakes are almost impossible," says Project Manager Jörg Mehlgarten. Now, all major projects are assigned numbers, and all related documents—including technical drawings and email correspondence—are archived together in one record. "At this stage, Canon's personalized guidance during setup was extremely valuable for us. Together, we set sensible limits for entering keywords and numbers, following the motto: as much as necessary, as little as possible," recalls Martina Pyczka. Vanerum Objekteinrichtungs GmbH also benefits from direct support from Canon's contacts and experts. "That's very important to us, as top-tier support after implementation is far from standard in this field," reports Melanie Pyczka

Thanks to electronic document management, Vanerum GmbH can now access project files instantly and provide faster responses to customers.

from her experience. That's a key reason Vanerum chose Canon's solution. Now, Vanerum staff can answer customer calls much more quickly and easily, whether a client requests a different setup for their equipment or has another question. Canon's imageRUNNER also delivers a range of everyday benefits.

Manage documents efficiently with Canon and Therefore

VANERUM.

Canon offers the Therefore solution (formerly ADOS) for electronic document management. Currently, more than 1,000 companies across Europe rely on this Canon document management system. Therefore lets businesses quickly and securely capture, archi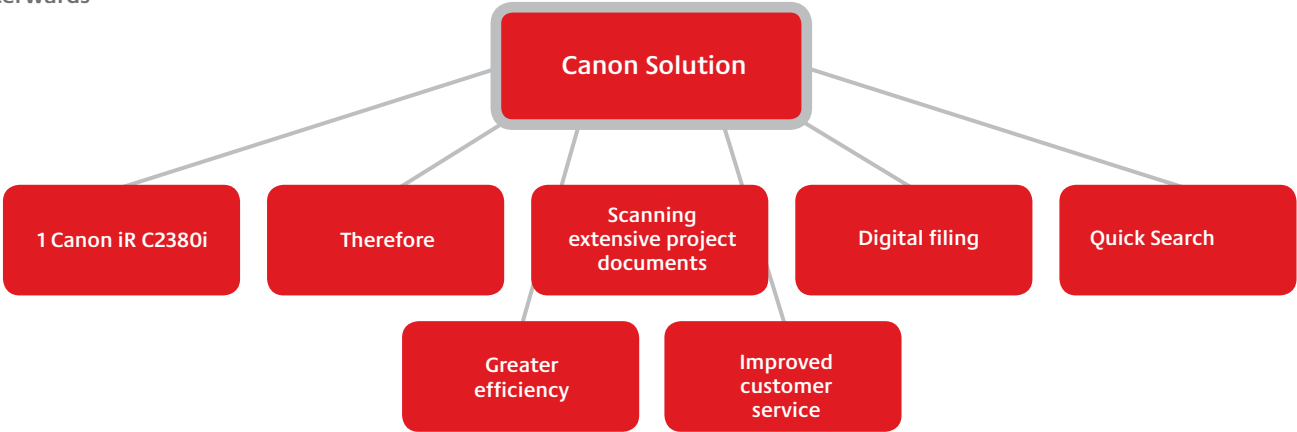ve, and retrieve information, saving time on searches and streamline document processing. Canon's document management solutions give small and mid-sized businesses essential support when it comes to compliance and protecting critical business data. The system can be rolled out quickly and requires minimal training to use. On average, companies can achieve full return on investment within just six months. For more details, visit therefore.net.

Quotes are sent to clients as PDFs via email directly using the iR C2380i's built-in address book, and you can also create high-quality color mailings whenever needed.

The compact, multifunctional, and high-efficiency iR C2380i lets you print, scan, copy, and fax—all in one. Plus, you can communicate in color when you need to.

Key Features:

❙ Compact multifunctional department printer

❙ Scan, fax, print, and copy

❙ Delivers 23 productive A4 pages per minute, in color or black and white

❙ With automatic Color Sensing (aCS), you only pay for color prints when you actually print in color.

❙ Professional finishing options

❙ Advanced Security and Cost Management

Do you have questions about this project, or are you interested in the solution we presented?

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