



FORGING NEW PATHS WITH DIGITAL PROCESSES

Key Benefits at a Glance

- Access your documents from anywhere
- No need for duplicate filing
- Secure storage for all property documents
- Save space and cut costs by eliminating paper archives
- Work smarter and faster with digital workflows
- Seamless collaboration across locations
- Lower paper and material usage



Client	WELCOME Real Estate AG
Industry	Real Estate
Founded	1985
Headquarters	Emmenbrücke and Zug
Services	Property management, construction supervision, consulting, and sales
Website	welcome-immobilien.ch
Client since	2015
Industry software used by client	Rimo R4, W&W Informatik, Affoltern a. Albis
Products	Therefore, IRIS



Gain a broader perspective

Project Goals

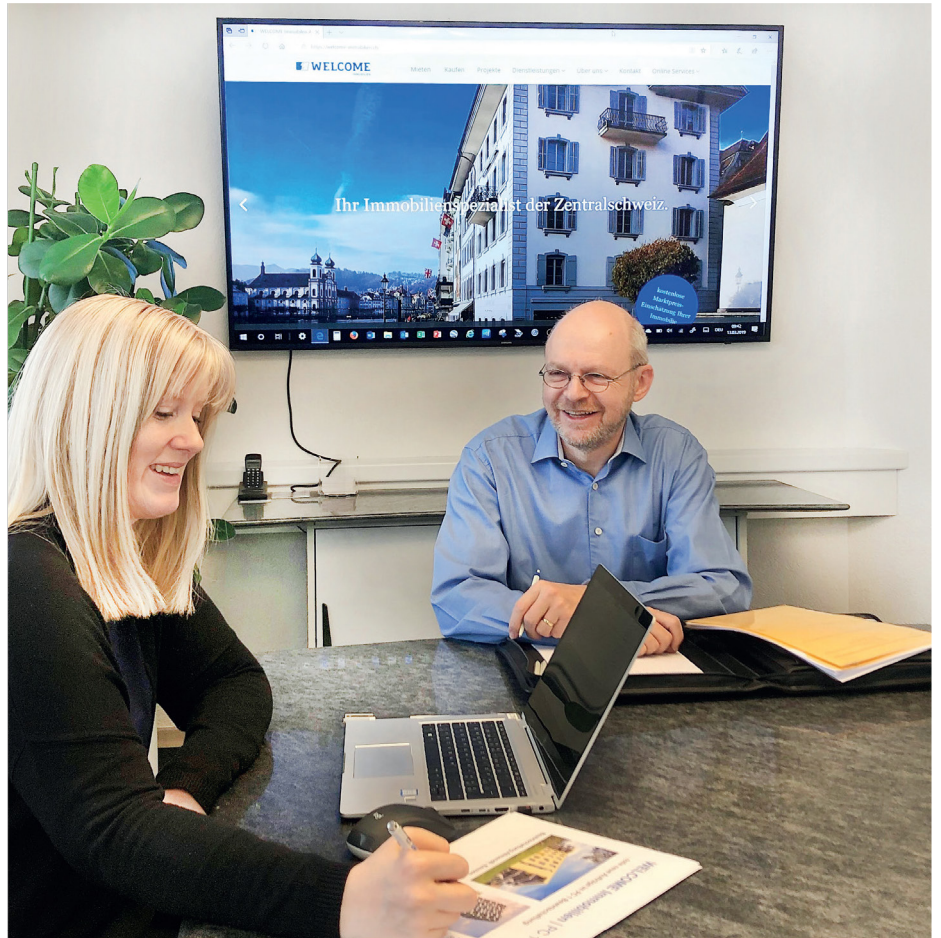
- Standardizing, optimizing, digitizing, and automating processes in accounting and property management
- Improving communication with institutional and private owners, tenants, contractors, and other stakeholders through simplified data exchange
- Faster, location-independent access to information and documents
- Reducing the need for shelving, office, storage, and archive space

The Challenge

Digitalization and automation are just beginning to take hold in the real estate sector. As a result, the project demanded above-average dedication from everyone involved. There was limited experience to draw on. At the same time, all participants—employees, clients, and others—needed to be included in this digital transformation in a timely manner. The key was to inspire everyone affected.

Benefits for Accounting

- Custom-tailored solution fully integrated into the Rimo R4 property management software from W&W Informatik
- Instant access to up-to-date invoice status at the push of a button (invoices are checked and approved via workflow)
- Digital document access for auditors and property owners through a web portal
- No more need for physical filing or archiving



Benefits for Property Management

- Faster response times and immediate information in daily customer interactions
- Simplified invoice approval process (including secondary sign-off)
- No more making copies of invoices

“Digitalization is opening up entirely new opportunities for us, bringing significant advantages to owners, tenants, and our employees alike.”

Ernst Widmer, Partner,
WELCOME Immobilien AG

Benefits for the Entire Company

- Access all documents from anywhere
- No duplicate document storage—find older files anytime, hassle-free
- Keep all property records safe and secure
- Save space by eliminating paper archives and reducing storage for property and tenant files, which lowers facility costs
- Boost efficiency and save time with lean, transparent digital workflows
- Remote teamwork made simple
- Lower material consumption

Greater agility through digital transformation

WELCOME Immobilien AG is one of Central Switzerland's top real estate service providers. With a dedicated team of around 60 professionals, the company supports both private and institutional property investors throughout every stage of the real estate lifecycle.

Digitalization is reshaping the real estate sector, presenting new challenges for industry leaders. Especially in property management, there's a strong demand for streamlined information access, standardized processes, and consistent, transparent communication. WELCOME Immobilien AG is also facing these changes. With inquiries coming in from a wide range of channels, speedy and satisfactory responses are essential.

"Competition and pricing pressures keep rising, so we need to automate our processes to respond to tenants' needs more quickly and consistently while meeting owners' expectations," explains Ernst Widmer. The shift of properties toward institutional investors is another major trend. Regional property managers must reposition themselves to meet the demands of this large and evolving market.

Exploring new possibilities with Canon

"When designing and implementing a more efficient, automated workspace, we wanted a partner who would join us on our digital journey. We were also looking for a customized solution

having a single provider was a key reason we chose to partner with Canon," explains Ernst Widmer. WELCOME Immobilien AG has already found success using the property management software Rimo R4. It was crucial for the team to make sure that the solutions Canon introduced would seamlessly integrate with their existing software, creating an all-in-one system.

Saving Time with Digital Workflows

During a dedicated workshop, a thorough analysis of the current situation was conducted, with a particular focus on property management needs. The Therefore solution acts like a digital filing cabinet, organizing and storing all documents through a universal interface. This makes it easy to quickly file, locate, retrieve, and work with information, invoices, or property files. Since the software communicates with Rimo R4, the WELCOME Immobilien AG team can work more efficiently. Invoices and documents are accessible anytime, anywhere, and can be reviewed and approved as part of the workflow.

For accounting, this means saving both time and space. Invoices are easy to find and can be tracked throughout the workflow. With just one click, you can access invoices directly from the accounting software. Additional documents, like delivery notes, orders, and other property-related paperwork, can easily be attached to each invoice. Incoming invoices are scanned immediately upon receipt. All relevant data is automatically captured and instantly assigned to the appropriate property and the contact person listed in Rimo R4 (such as accountant, property manager, or mandate leader).

Working Smarter with Therefore

For property management, this solution not only saves a great deal of time, but also improves how we communicate with tenants, property owners, caretakers, and suppliers. "Thanks to these updates, our response times to inquiries are drastically reduced and we can share information with our clients much faster and more accurately," shares Shara Geuss, Property Management Team Lead at WELCOME Immobilien AG, enthusiastically. Communication with owners can now take place almost entirely digitally, using the interfaces already in place.

Step by Step Toward Digital Transformation

Canon's integrated solution has streamlined and unified document management across all departments. Whether in accounting or property management, employees now have centralized access to all important documents.

"The Canon consultant truly understood our needs and worked with the entire team to deliver exactly what we were looking for. Collaboration with Rimo was seamless, and the interface between Therefore and RIMO runs smoothly in our daily operations," says Ernst Widmer.

Ernst Widmer isn't the only one pleased with the results. Esther Muggli, Head of Accounting, also notes a positive shift: "Therefore and IRIS are both very user-friendly. The automated invoice processing works perfectly and is a real time-saver. The transparency in our invoicing workflow and the direct access through Rimo R4 have become indispensable in our daily tasks."

Achieve Success with the Right Partners

Thanks to the close and productive collaboration between Canon and Swiss software and technology company W&W Immo Informatik AG, WELCOME Immobilien AG's unique needs were met perfectly. The client's requirements were fully addressed. "Working with Canon was consistently constructive and focused," sums up Andi Braun-Hangartner, Product Manager Rimo R4.

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