

CUSTOMER SUCCESS STORY



Manufacturing

S E F A R



At the click of a button: Worldwide PDF archiving of emails and vouchers at Sefar Holding AG

With GBS' ePDF, 120 employees convert 10,000 emails per month into PDF format

The Challenge

Based in Thal, Switzerland, Sefar Holding AG is an internationally operating Swiss corporate group, specialised in screen-printing and filtration. It manufactures polyester and polyamide mesh for screen printing, as well as pre-coated fabric for printing on Compact Discs and DVDs. In the field of filtration, Sefar produces filter fabrics for the processing and food industries, used in centrifuges, vacuum belt dryers and screening machines. Represented with subsidiaries in 21 countries and branch offices in additional 75 countries, the company is the global leader in monofilament

precision fabrics. With more than 2,100 employees, Sefar achieves an annual turnover of 360 Million Swiss Francs.

As an internationally operating corporate group, Sefar is bound by a variety of legal guidelines, some of which specify clear regulations in respect to the storage of business-related information. However, the ability to access important files quickly and at a central point, also often becomes important for the company's internal processes – in customer care or manufacturing.

The Solution

In the past, Sefar scanned and filed receipts and invoices for this purpose. This procedure, however, was hard to apply to email traffic. Thus, Sefar sought a solution, which is able to uniformly convert paper files and emails, including their attachments, into PDF. The documents were also to be made available to all employees at a central point. This is possible with GBS' ePDF for Lotus Domino. A highly scalable application, the cross-network, server-based solution transforms file attachments of almost all formats, including OLE-objects in Notes documents, uniformly and automatically into PDF or PDF/A. This means: A variety of contents of different formats can be combined and stored in electronic PDF files without breaking the original format.

Sefar decided to use GBS' ePDF in the company's sales department. In this context, the corporate group benefits from

solution's ability to be integrated into existing IT infrastructures. It was possible to launch the software in a short amount of time, thanks to the self-configuring, simple installation routine. The integration of the GBS solution into the IT environment was conducted without programming. In order to give employees control over the emails they wanted to archive as PDFs, Sefar extended the Lotus Notes email client by adding a button to enable this function. At the click of a button in the email screen, employees are able to initiate the automated processes of ePDF, thus transferring selected electronic correspondence into PDF archiving. The resulting PDF files can be validated, stamped, watermarked, encrypted, password protected, interlinked, analysed by text recognition, signed, zipped and further distributed. All processes are rule-based and administered centrally by Sefar's IT department.



Sefar Holding AG



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The Benefits

Initially used at a very low level four years ago, GBS' solution ePDF is today used by 120 employees in Sefar's sales department. The solution is greatly appreciated: Thanks to ePDF, employees are able to benefit from a high level of transparency. Via various screens, customer information, uniformly stored in PDF format, can be easily found using customer identification numbers and categories. At present, 10,000 emails per month are archived and converted into PDF. At peak times, up to 600 emails are archived a day. This can also be attributed to the great acceptance of ePDF by the users at Sefar, for which Christoph Söldi, Service Manager at the Swiss corporate group sees the reason in its simple use: "Even though it is very potent due to its various configuration options, GBS ePDF can be used as easily as an email client. The solution can be

The Future

The employment of GBS' ePDF has dramatically simplified the storage of business-related information in the sales department of Sefar Holding AG and has led to an increase in employee productivity.

seamlessly integrated into our existing business processes – an important aspect from a user's point of view."

Today, Sefar's sales department centrally archives and converts 99.6 per cent of all documents and emails into PDF: User interaction is required only in 0.4 per cent of all cases. With GBS' ePDF, Sefar was thus able to create document processes with increased uniformity and productivity. The corporate group praises the fact that employees no longer have to print documents and are able to use the solution globally. Using replication, they do not even have to be online for this process. In comparison to client-based PDF generators, Sefar also achieves cost savings, since GBS' ePDF does not accumulate costs per click, workstation, installation or software distribution.

The company's IT department will continue to deploy the application throughout other departments within their company, GBS' ePDF will next be implemented in the procurement department.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.