

ELO Customer Reference

JostGroup



Reference

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Mobile and Flexible

JostGroup Accelerates Its Processes

JostGroup relies on ELO^{enterprise} to reduce circulating paper, gain time and avoid media gaps. Required information is provided to employees 'on demand,' resulting in a better customer service and more efficient internal workflows. The ELO business partner customized the ELO solution to meet JostGroup's specific needs.

JostGroup is a group of logistics and transport companies with headquarters in Luxembourg and branch offices throughout Europe (Belgium, France, Germany, Italy, Spain, Rumania, Poland, Slovakia, and Hungary). The service provider believes in outstanding customer service. The group has a fleet of over 2,600 vehicles, 200,000 m² of warehouse space in Europe, and offers land-, air-, and water-based transport services.



"In contrast to other providers, ELO offered us a tailor-made solution that seamlessly integrated into our IT environment. Another key deciding factor was the user-friendly interface of the software."

André Wansart,
Project Manager at JostGroup



The Solution

Great Value



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Ease of Use for Users and IT Staff

Overview

Country: Luxembourg
Industry: Logistics

The Company

JostGroup is a group of logistics and transport companies with headquarters in Luxembourg and branch offices throughout Europe. The group has a fleet of over 2,600 vehicles, 200,000 m² of warehouse space in Europe, and offers land-, air-, and water-based transport services.

The Challenge

Existing paper-based systems are to be replaced. The time spent on filing and finding specific documents is to be reduced. The ECM software must seamlessly integrate into JostGroup's IT landscape.

Solution

Introduction of **ELOenterprise**. Integration with the DST transport software and the Sage BOB ERP system. Realization of an electronic record.

Benefits

JostGroup significantly reduced the number of paper files. Employees can retrieve documents quickly and reliably, leaving them with more time to tend to the core business. The customer service was improved thanks to the ability to rapidly respond to queries.

More Efficient Digital Workflows

Having constant access to everyday commodities such as food, pharmaceuticals, consumer articles, etc., is something most people take for granted, but without the services of the transport industry, this would not be possible. This is why mobility and flexibility are key success factors for JostGroup.

Over time, it became evident that the existing paper-based systems were no longer viable. Filing and finding specific documents took more and more time. To resolve this situation, JostGroup decided to introduce an enterprise content management (ECM) system. After evaluating several providers and products, in 2006 the company chose **ELOenterprise** from ELO Digital Office GmbH.

Mr. André Wansart, Project Manager at JostGroup, gives some of the reasons for deciding on **ELO**: "In contrast to other providers, **ELO** offered us a tailor-made solution that seamlessly integrated into our IT environment. Another key deciding factor was the user-friendly interface of the software."



DST and Sage BOB Meet ELO ECM

The ECM project was launched in the summer of 2006. The first stage involved connecting **ELO** to the existing DST transport software system. All documents created in DST, such as orders, requests, vehicle type information, addresses, or payment terms, are automatically archived in **ELO** and managed in an electronic record. When archiving the documents, the system also classifies documents and assigns keywords according to different categories. As regards invoices, for example, the invoice number represents the identifying information, while for transport documents it is the reference number. The Sage BOB Software ERP system is also linked to **ELO**. Incoming invoices are assigned a barcode and are scanned into **ELO** and then stored in the archive structure without the need for manual intervention.

Improved Customer Service

This allows employees to retrieve documents much faster than before and results in higher overall transparency. Customer queries can now be answered on the phone since the staff has access to the entire documentation related to an order. This has a great impact on customer service, as Mr. Wansart readily confirms: "When a customer calls us, we can immediately provide an answer and send them the required documents with ease. In addition to boosting customer satisfaction, this also bolsters the motivation of our own employees." Legacy documents are also available to users, since these were also scanned into the ECM archive.



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Increased Customer Service

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Outlook

Owing to the intuitive design of the ELO interface, employee acceptance was very high from the start. Staff training was completed in a single day.

JostGroup is already planning to extend the system by adding an ELO workflow to streamline their invoice checking process.