



Working smart with certificates ...

When Arja Elkala, office manager of the Finnish steel company, Starckjohann Steel Oy Ab, first heard of MultiArchive, she immediately saw how she could streamline many of the highly labor-intensive processes in her department.

She was looking to optimize and rationalize the extraordinary amount of work required to manage more than 120,000 steel mill certificates every year. A certificate is a piece of steel's "birth certificate", "medical certificate" and "merchandise specification" wrapped in one. With that in mind, it is very important the certificate always follows the product and that it exists all the way through its life cycle. Previously, this process was handled using paper certificates, which were moved, archived, copied and forwarded physically. That physical handling was both expensive and a high-risk source of errors.

"With the MultiArchive solution, all of the old certificates were scanned in, while new certificates are automatically entered into the system in PDF-format via e-mail," explains Office Manager Arja Elkala.

"Moreover, the electronic archive solution is fully integrated with our ERP-system, Solteq Merx. That means that the system automatically finds and attaches the correct certificate(s) the instant the order is expedited. In that way the documentation is sent along with the accompanying letter and order confirmation in an e-mail. Our customers are kept well-informed even before the products arrive," concludes Arja Elkala.

The rest is yet to come ...

Starckjohann Steel Oy Ab is part of the BE Group, one of Europe's largest suppliers of steel, stainless steel and aluminum. The business focuses on functioning as a value-added distribution link between steel mills and the buyer in the construction and industrial sectors. In that context, handling, delivery and documentation processes are naturally very important parameters.

The experience with the certificate management system has shown Arja Elkala and the management team at Starck-

johann Steel the untapped rationalization gains and service improvements waiting for them. They have already decided to replace their current PC-based archive solution with additional MultiArchive modules. With a fully-integrated electronic document management solution, Starckjohann Steel will be able to build a centralized corporate archive, allowing them to easily archive and manage all of their invoices (internal and external), business correspondence/e-mails and financial reports produced by their finance management system. In addition to the seamless integration with their current business application, they will also benefit from highly structured electronic workflow for handling claims and other critical business procedures.

Contact: Jarmo Hakanen at
jarmo.hakanen@multi-support.fi