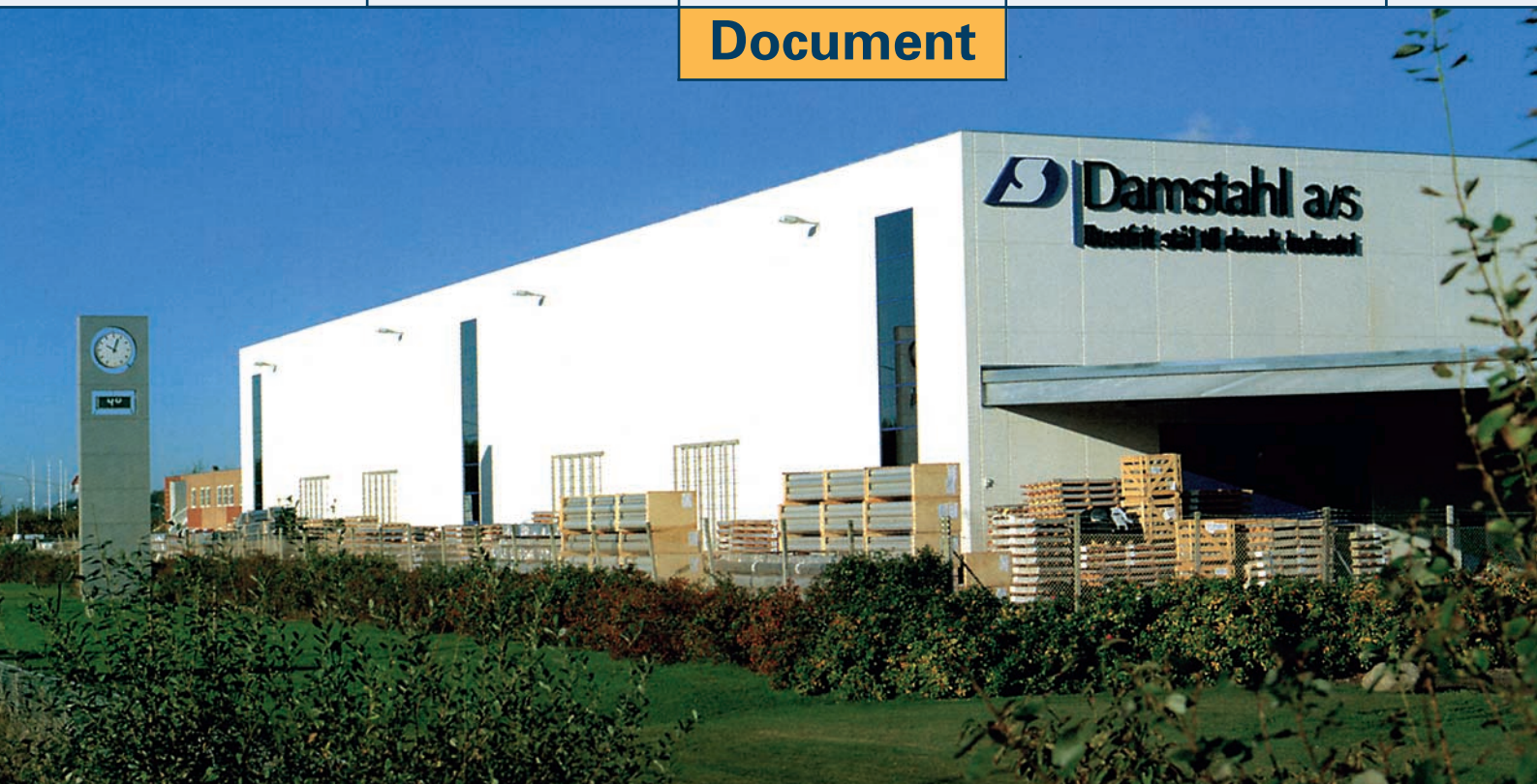


Intelligent

Management

Document



## Of Course You Manage Certificates Electronically!

Have you ever considered the repercussions of an oil rig collapsing because of a defective supporting leg, a helicopter crashing because of a defective rotor, a house exploding because of a defective gas valve? If your business involves the use of certificates – you have!

**“Avoiding manual processing is a huge advantage for us. And we greatly benefit from the certificate management solution being integrated with our business application.”**

**“The new solution has reduced processing time for each delivery by two to three hours and improved customer satisfaction thanks to reduced error occurrence.”**

In the increasingly integrated and complex world of business, documentation and traceability become more and more important by the day.

The pharmaceutical industry has had to document its processes for many years, but many other sectors are now becoming subject to similar requirements to document quality, specifications, and origin using product certificates.

Damstahl	?	!
<ul style="list-style-type: none"><li>• Handles more than 100,000 tons of steel annually.</li><li>• Every outgoing delivery requires accompanying certificates.</li><li>• Some deliveries require over fifty individual accompanying certificates.</li><li>• Manual processing of certificates and customer service was enormously time-consuming.</li><li>• The solution: A totally automated certificate management system based on MultiArchive and integrated with the business application.</li></ul>		

### 100,000 tons of steel at Damstahl

Take Danish steel specialist Damstahl for example. Damstahl is the largest stockist of stainless steel in Denmark handling over 100,000 tons of steel annually, and has subsidiaries operating in Norway, Sweden, Germany, and the United Kingdom.

For every delivery of stainless steel, Damstahl must deliver not only a conventional shipping list but also a copy of every relevant material certificate. A shipment of fifty items generates a task of finding and photocopying fifty individual certificates, each consisting of one to five pages, and put

together as a complete shipping package for the customer. Every incoming certificate must be filed manually, and a record of outstanding certificates has to be kept.

Manually processing such a huge volume of documents was obviously a huge task for a company like Damstahl. And hundreds of customers requesting copies of previously shipped documents do not make the task any easier.

### Automated solution

The solution was a totally automated certificate management system based on MultiArchive and integrated with the company's business application.

Damstahl, EXCEL Data, and Multi-Support jointly developed a solution in which all incoming certificates are scanned and indexed immediately. Indexing links the certificate to a specific product and batch. Even certificates received by fax or e-mail are filed directly.

Hanne Grundahl, Group IT Manager at Damstahl, explains the solution: “Every time an order is fulfilled from a batch we can verify if the certificate is available and automatically print a complete shipping package – shipping list and all certificates with a printed reference to the shipping list.

Depending on customer requirements, the shipping package is sent by mail, e-mail or fax (the latter two using BlueSeries) – without any manual processing.

If we ship an item for which the certificate is not yet available, the system tracks it and automatically ships a copy when the certificate is scanned”.

### Time saving and reduced error occurrence

According to Hanne Grundahl, the new solution has reduced processing time for each delivery by two to three



**Damstahl a/s**

hours and improved customer satisfaction thanks to reduced error occurrence.

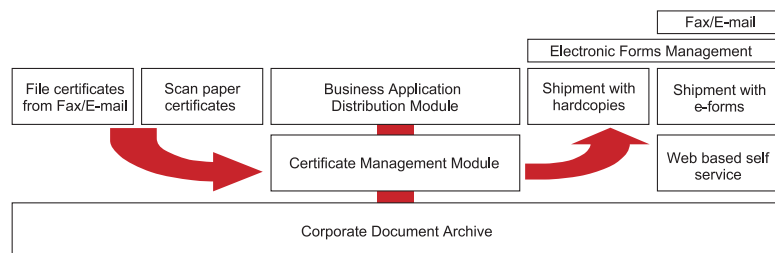
“Avoiding manual processing is a huge advantage for us,” says Hanne Grundahl. “And we greatly benefit from the certificate management solution being integrated with our business application. This integration allows employees to use their normal application interfaces to customers and product modules to also show, print or send a certificate via fax or e-mail”.

**Self service and international expansion**

Handling requests for certificate copies is now much easier and will become even better when Damstahl’s web-based e-commerce site is enhanced with an option to view and print certificates.

The certificate management solution was initially implemented at Damstahl in Denmark but was later – and with little effort – duplicated in Sweden and Germany. And even though the certificate management solution itself is about the only thing without a certificate in Damstahl’s business, Hanne Grundahl is not in doubt: “Of course you manage certificates electronically!”

**Integrated Certificate Management Solution**



*Illustration: The Integrated Certificate Management Solution is based on standard components from MultiArchive, Interform and BlueSeries.*



Intelligent Document Management for your entire business