



on the server and the working procedures at the terminals”.

Service, efficiency, and satisfaction

In this complex system architecture, DF’s electronic document management is optimized with respect to three parameters that are often contradictory – customer service, efficiency, and employee satisfaction. According to Carsten Appelt, however, these three parameters get on well together at DF:

“Online access to all information is, of course, a colossal benefit in relation to our customer service. This applies when our staff right away is able to serve a customer and fulfill a telephone request – perhaps even forwarding a fax copy of a voucher or POD directly from the employee’s screen. And it applies to an even higher extent, of course, for those customers who 24 hours a day have access to our track and trace system on the Internet”.

MultiArchive serves information to both internal employees and Internet inquiries. Over the Internet customers can also subscribe to the so-called g-messages (freight deviations) where any irregularities in a delivery are reported promptly.

“Efficiency and staff satisfaction rise in line with the increased customer service”, Carsten Appelt says. “Earlier we had to hire temporary staff in connection with the monthly invoicing – all they were doing was answering telephone inquiries and finding copies of consignment notes, receipts, etc. These inquiries took up a lot of time and it was quite stressful periods for our administration. Today all telephone inquiries are handled by the regular staff while the customer is on the phone. And because of the track and trace Internet solution a lot of customers serve themselves regarding the more trivial questions. The level of stress has dropped significantly and the staff satisfaction has increased proportionally”.

The electronic foundation

Carsten Appelt calls the document management solution “the electronic foundation of the entire company”. Reports, scanned documents and EDI documents are already included in the corporate archive. In future other creditor vouchers, ordinary correspondence, and E-mails will also be filed centrally and just round the corner await new electronic options for the customers regarding invoicing, approval, and payment which Carsten Appelt is running in test already. All based on a constant focus on the most optimal organization of data and processes – and on DF’s “electronic foundation”. □

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Document Management as the Electronic Foundation

Danish Freight (DF) is the largest domestic logistics company in Denmark and it would take several carloads if all relevant documents were to be transported as paper. However, DF long ago introduced electronic document management and here it is not only a question of increasing efficiency – even though nearly 100,000 scanned documents a day place heavy demands on efficiency – at DF the electronic document management is an important element of their customer service.

Invoices, credit notes, finance entry files, consignment notes, pallet notes, Proof of Delivery, g-messages – some of the documents are known by all companies, others are specifically related to the logistics business. Whatever the documents are called, they have a lot of them at DF – really a lot!

Volume calls for organization

Today DF’s electronic corporate archive contains much more than 50 million scanned documents. Together with electronic filing of more than ten years’ reports, this adds up to an archive with a volume not surpassed by many.

DF’s terminals are located all over the country and on a hectic day the number of

documents to be scanned reaches almost 100,000. The documents are all scanned locally into the central archive using the 60 departmental scanners.

Document quantities of this magnitude make it worth while to consider how you organize data and processes. Carsten Appelt who is IT manager at DF has positive experience with the teamwork where knowledge and know-how from DF, Multi-Support, and IBM have made the many elements interact in a general system architecture.

“Today we have an environment which includes both tape robots, optical libraries, and ordinary disks and together they facilitate availability to all documents 24/7”, Carsten Appelt tells. “Furthermore, we have categorized the IT tasks in real time, almost real time, and batch, and above all we have organized the communication between the central IBM iSeries server and the local scanner stations in such a way that it can be optimized dynamically – taking into consideration both the strain

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