



Technology | Document Management | Consulting Services

Xerox DocuShare fuels operational efficiency at Steuer-Fachschule Dr. Endriss

Steuer-Fachschule Dr. Endriss (Accounting and Tax College) has enjoyed a long tradition of providing the finest tax and accounting instruction to students throughout Germany. With up to 300 instructors actively teaching each semester, the school is the largest school of its type in the country, serving approximately 9,000 students annually. After 50 years of being privately held, Steuer-Fachschule was purchased three years ago by a public company, which has been engaged in actively renovating the college's information technology and operational infrastructures

The Challenge

According to Dr. Olaf Coenen, the school's General Manager, "Our classes are held all over the country and require 1.2 million pages a month, or 14 million pages a year, in course materials for our students." Handling these materials required a great deal of manual labor, including three staff people who literally had to stand in front of high-speed copy machines all day, every day, to meet the demand. Coenen knew this was wasteful—last minute errors or corrections meant obsolete copies had to be destroyed, time had to be invested to create new masters, storage requirements for the course materials were vast, and the printing staff were

left with no time to be otherwise productive or strategic in their jobs.

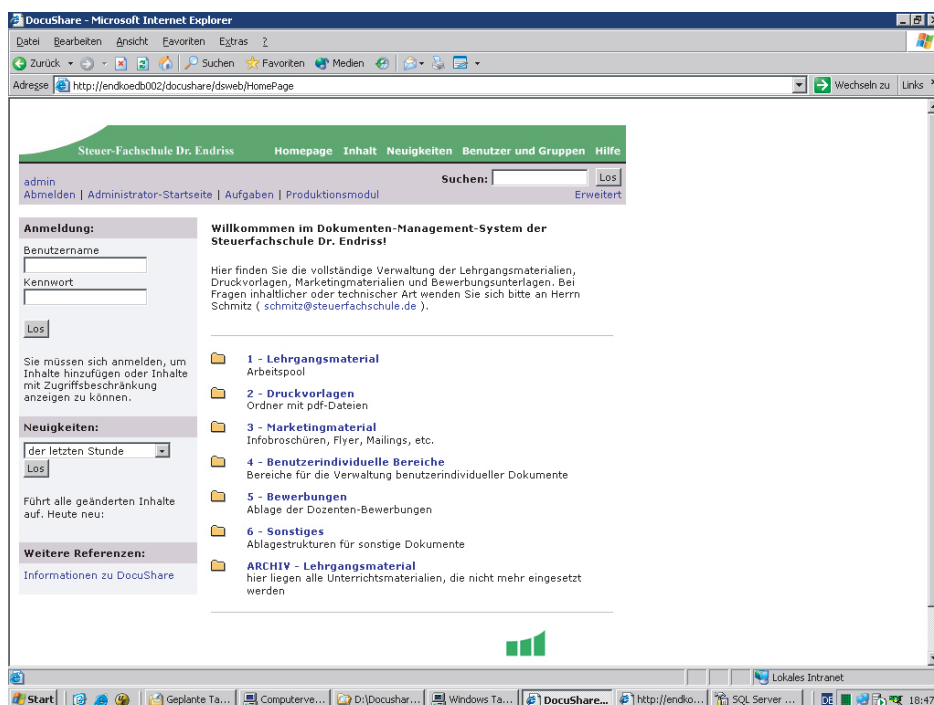
The school also had to deal with the issue of disaster recovery and security: their greatest asset, high-quality instructional content, was kept only in paper form, putting Steuer-Fachschule's intellectual capital at risk to fire or theft. "We're a very elite school," said Coenen, "and that kind of loss would be catastrophic for us." The college required an advanced solution, one that brought greater efficiency to its production process while enabling storage of its course materials in a digital format.

Leading tax and accounting college eliminates 1.2 million copies a month with Print on Demand and Xerox DocuShare

Why DocuShare?

Coenen's team brainstormed on their ideal solution and created a very specific set of technical requirements. They wanted a document management and archiving solution—one that enabled the handling of digital content and provided a secure repository. They required print on demand capability, streamlining the process and enabling their staff to print and manage course materials from the desktop. The solution had to integrate into the school's existing IT systems with minimal effort. And the cost of the solution had to create a total cost of ownership (TCO) that was no more than the cost of their existing high-speed copiers and staff.

The team had already selected a Heidelberg DigiMaster production printer to support their print on demand requirements. After a lengthy process, they determined that Xerox DocuShare enterprise content management software was the right solution to meet their document management and digital storage needs. The entry price was very comfortable, and unlike other solutions, DocuShare's range of functionality was a good fit. "Because we went with two vendors, I was concerned about the interface between the Heidelberg printer and Xerox software," said Coenen. "That's when we called on Thomas Gabel Consulting, a DocuShare VAR here in Germany, to take a look at what we proposed and confirm that we could write a program to link the two parts of our solution successfully." ▶▶





The consulting firm began working with DocuShare's flexible Java platform and APIs to write Steuer-Fachschule's customized program. According to Thomas Gabel, the company's president, "Once we learned how DocuShare's APIs worked, we realized they would allow us to create a Print on Demand program for the college that would do virtually whatever they required."

Gabel's solution also had to meet the requirements of the existing print staff. "Our staff were not yet computer literate," said Coenen. "They were familiar with the copy machines and had some concern that they were not going to be able to manage the new system." DocuShare's benchmark ease of use allowed Thomas Gabel to create a customized interface for the Print on Demand application that was intuitive to the staff and required very little training. It linked DocuShare's digital content collections with the school's course management system, a database of course information that the print staff was already very comfortable with.

For more information on DocuShare, contact a Sales Representative at 1-800-735-7749, or visit us online at <http://docushare.xerox.com>.

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The Results

Now Steuer-Fachschule's print staff can login to DocuShare, browse the course listings and select the course they wish to generate materials for, send these materials to the Heidelberg printer with the click of a mouse, and confirm the job is complete, without leaving their desktops. This elegant solution also provides an auditable trail of print activity for each course, indicating when the job was printed and if it was shipped to the appropriate course location. It even sends an email to the course instructor with a PDF attachment of the shipped materials, allowing the instructor to verify that the order is correct and complete before arriving for the first day of class. "This was just the kind of operational efficiency we were looking for," said Coenen. "We re-thought the process so we could have more control—we can now see what was done over the past week or month, what has been sent where, and who has handled our materials. And our instructors can do quality checking before it's too late."

Steuer-Fachschule has also realized benefit in other critical areas. According to Coenen, "One print employee was able to relocate to a new function because of increased productivity. Our printing quality is better because we are reproducing a digital file, not a copy. And the material is very current because we can modify master documents very quickly." The school's storage requirements have been streamlined because materials don't have to be printed in advance and stored on racks of shelves, waiting for distribution. And the college has achieved an important component in its business continuity plan: digital archiving of its intellectual capital. "We no longer have to worry about a fire or theft or some other catastrophe," said Coenen. "Those risks are gone because DocuShare lets us store and handle our materials in a digital format. We're very happy we made the decision for DocuShare."

About DocuShare

DocuShare, a highly intuitive and secure Web-based document management application, enables document intensive organizations of all sizes: from small to mid-sized businesses, to global organizations to dynamically capture, manage, retrieve, and distribute information easily, regardless of skill-level or location. DocuShare customers can significantly improve productivity, streamline business processes, and reduce the time and cost of managing documents and critical information. Leading the industry in speed of deployment and ease of administration and use, DocuShare is the only cross-platform, document management solution to significantly reduce IT requirements resulting in lower TCO (total cost of ownership) and fast ROI (return on investment). Tightly integrated with Xerox Document and Work Centre Pros, DocuShare 3 can manage both hard copy and electronic content with unsurpassed ease and convenience.

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—Thomas Gabel
President, Thomas Gabel Consulting

The Future

As a part of Steuer-Fachschule's original plan for renovating its IT and operational processes, Coenen's team, with the help of Thomas Gabel Consulting, are working on advanced refinements in the current Print on Demand system to make it even more efficient. They also see the school taking advantage of more of DocuShare's functionality in the next few years. This includes expanding its use to capture all the paperwork related to the college's administrative operations. "We are valued by how we can manage our incoming documents, mail, and customer data," said Coenen. "We receive and send a high volume of mail, which we've been storing in files—obviously time consuming in terms of finding paperwork." Coenen predicts that they will be able to start planning and preparing for a fully implemented document management system in 2006. "Next year we will be documenting all the processes inside the company to get a good handle on how systems are working now. Then we can see the ways in which we can deploy document management throughout the organization going forward. Thanks to Thomas Gabel, we are confident that DocuShare will be capable of handling our future needs."