



**CAPTARIS CUSTOMER CASE STUDY**

**CUSTOMER PROFILE**

**INDUSTRY** Meat and food processing

**WEB SITE** [www.bell.ch](http://www.bell.ch) or [www.bell.ch/en](http://www.bell.ch/en) (English site)

**LOCATIONS** Plants in Basel and more than 10 other locations in Switzerland

**EMPLOYEES** 3,300+

**BUSINESS** Founded in the 1890s, public company with 1.45 billion SFR (Swiss Franc [national currency])

**SOLUTION SNAPSHOT**

**CHALLENGE** Paper documents slowed the IT process of setting up new employee accounts

**SOLUTION** Captaris Workflow 5.2

**INTEGRATIONS** Microsoft SharePoint Portal Server

**RESULTS** Reduced time to complete new employee processing by 50 percent; eliminated paper forms from IT processes

## Bell AG Automates IT Department's New Employee Setup Process with Captaris Workflow

### *Switzerland's Largest Meat Manufacturer Increases Productivity and Accountability*

From its beginnings as a small butcher's shop in 1869, Bell AG has become the largest meat manufacturer in Switzerland. For more than 130 years, the Bell brand name has been synonymous with good taste and top quality.

#### The Challenge

Though the company's commodity is food products, Bell recognizes its greatest asset—its employees. Personnel across offices and production plants oversee all the business functions that maintain quality, tradition and innovation associated with the Bell brand. An average of 50 new employees are welcomed to the company every month; however, paper-based processes made it difficult for Information Technology (IT) executives and managers to quickly supply them with computer equipment, applications and authorizations.

"Setting up new accounts could take up to 10 days," said Herr Peter Kunimünch, head of the Information Center with Bell AG. "Manual processing produced busywork for IT personnel and hindered new employees." When a new employee was hired, the department manager filled out one of several paper application forms. Document type and length varied depending on location and job; files ranged from an installation request for new software to a user rights submission for access to directories and applications. Every month, hundreds of forms were hand-delivered, emailed or faxed to the IT department for processing. For a document to travel from application to completion, at least seven professionals had to review the file. But, there was no convenient way to track the status of applications or to escalate urgent matters. "Any time you're pushing so much paper through, documents are too easily delayed, lost or forgotten," Kunimünch said.

## The Solution

Bell needed a more reliable and transparent system for completing internal and external IT orders. In other words, they needed automated workflow; Kunimünch and his team set out to find it. Working with its IT integrator—Bechtle Data AG of Regensburg, Switzerland—Bell analyzed five workflow products before choosing Captaris Workflow. As a .NET-based solution from an industry leader, Captaris Workflow met Bell's requirements for flexibility and functionality, Kunimünch noted. "Captaris Workflow was the one solution that offered everything we needed at a reasonable price." Among other features, Captaris Workflow provides multi-language capabilities and supports Bell's new Microsoft environment by integrating with Active Directory, Visio, Exchange and SharePoint Portal Services.

Bell employees find the integrated solution to be intuitive and comprehensive. Paper forms—and the headaches associated with managing them—have been eliminated. Instead of creating and printing hard copy forms for manual processing, managers submit applications online by simply filling out and submitting electronic forms via the familiar SharePoint interface. Captaris Workflow then automatically emails tasks, reminder notifications and other messages to IT personnel and other people in the process.

Bell has now automated 10 IT processes related to setting up an effective system for every new employee, including:

1. Office PC application (new machine for new employee, including software)
2. Production PC application (same as above, but for production area)
3. Software application (new software for existing machines)
4. Hardware application
5. Application Authorization (setting user rights for specific applications)
6. Directory Authorization
7. Internet Access
8. Remote Access application (internal)
9. Remote Access application (external)
10. IT Orders for any other service

Integrating several workflow processes with different systems was somewhat complex; however, Bell reported implementation was easy since it is based on the Microsoft environment. Captaris Workflow has also proven to be stable and scalable to meet the company's growing requirements. To install the solution, Bell consulted with egsSoft, a solutions provider based in Düsseldorf. "We have a very good relationship," Kunimünch said. "egsSoft is responsive, creative and flexible and has a good knowledge base about Captaris."

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## The Results

Bell began using Captaris Workflow in early 2006 and quickly got IT department processes under control, according to Kunimünch. "IT processes are easier to handle, monitor and escalate," he said. "The average turnaround for processing requests has been reduced by 50 percent and we don't lose information any more."

In addition, the status of any process is fully transparent. IT managers and executives can check the progress of any task within the SharePoint interface. "All these tasks are now obvious and documented," Kunimünch said. "Employees now see how much work a process takes and what they are doing all day." The data is empowering—employees and their managers now view work methods resulting in increased productivity, easier handling of a full workload, and informed business process management.

Upon seeing results achieved in the IT department, other Bell departments have shown interest in automating human resources processes such as holiday and travel requests, and accounting procedures such as payment transactions. Kunimünch and his team expect similar results in all areas. He noted, "Quality, transparency and avoidance of problems have been the main reasons to implement Captaris Workflow."

## For More Information

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, visit [www.Captaris.com](http://www.Captaris.com).

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