

At Austrian cable operator and Internet provider Elektro Noehmer, digital processes are replacing paper-based work. Digital contract management makes the provisioning process for Internet connections transparent, so they can always stay on top of the nearly hundred new contracts finalized each week.



Stefan Koenig, Process Manager for Elektro Noehmer, Schörfling / Attersee, uses DocuWare to create transparent processes for rapid Internet expansion:



“DocuWare is the central hub at our company, through which all processes associated with a customer contracts are digitally controlled.

Without modern contract management, the rapid pace of growth in supplying several thousand households with an end-to-end solution for broadband Internet would hardly be possible.”



- Location:** Austria
- Industry:** Service Industry (Internet Provider)
- Deployment:** Cloud
- Department:** Administration, Accounting, Sales, Customer Service
- Integration:** BMD, OPENSERVICE, MDS Enterprise

Founded in 1958, this Austrian specialist electrical operation has been managed by the founder's grandson, Gerhard Noehmer, since 2019. The family business is consistently taking advantage of opportunities that present themselves for the future.

In 1977, Elektro Noehmer was awarded the contract for the expansion of cable television (at that time via coaxial cabling) across two local areas; six other regions were added over the years. Today, the cable operation under the brand name "Cablevision" offers more than 400 programs, including a local news channel. The competencies acquired and subsequently developed as a cable operator - from laying cables to offering TV and Internet services - have laid the foundation for rapid growth in the wake of fiber optic cabling.

From March 2020 to May 2021 - the company grew from 28 to 86 employees. Today, about ten times as many contracts are signed - around 100 per week compared to ten per week in the previous year, reports Stefan Koenig, who joined Elektro Noehmer as Process Manager in March 2020. This kind of growth can really only be handled with modern process management. The processes must be so simple and clearly structured that new employees can be quickly integrated.

"The goal was an end-to-end digital solution that would connect operational sales processes with existing IT systems for billing and accounting - and realize the company's philosophy and vision of a paperless, green operation."

Document management promotes growth

During the software selection process, a DMS extension module of their BMD accounting solution was considered. But in Stefan Koenig's view, this option lacked flexibility and modern design. A project management system with a DMS component was also considered, which offered some other options, but would also have meant a lot of in-house development. The Authorized DocuWare Partner located near Linz was able to present the right mix of forward-thinking technology, preconfigured workflows and numerous existing reference customers.

After choosing DocuWare in April 2020, the first step was to capture incoming invoices electronically as well as approve and process them via DocuWare inbox. This important step on the way to a paperless office was completed within a few weeks. At the end of May 2020, the Process Manager focused on the central operational workflows of the company, which today sees itself as a leading provider of fiber optic Internet across much of Austria. It's all about managing Internet contracts, which Noehmer has been concluding as if on an assembly line since 2020. In the central document pool, all existing contracts, many of which were handwritten, were first scanned in, with about 50 percent of the

"The DocuWare contract archive is also a star player in our new customer acquisition processes: By comparing it with data from the Office of Weights and Measures, it is possible to see which households do not yet have a connection."

index data being read automatically and the rest having to be added manually afterwards. In this way, the approximately 4,000 old contracts have been digitized and can be found in a matter of seconds. Today, the sales department enters new Internet contracts using a tablet and a web form, which is then archived electronically.

Fast troubleshooting thanks to DMS

The digital contract archive is linked to the software OPENService, a solution used at Noehmer for providing Internet connections. Via Doc-ID, the customer contract managed in DocuWare is linked to the operational processes in OPENService, from provisioning or configuration of the connection to billing. Digital contract management makes the process transparent and indicates, for example, if a connection modem is still not online after three days. The cause is immediately investigated and the problem rectified.

DocuWare is also involved in the process of acquiring new customers for the Internet provider: By comparing the data with the property data

from the Austrian Federal Office for Weights and Measures, it is possible to see which households in a newly developed residential area do not yet have a connection and can consequently be assigned to sales representatives as leads. In this way, the DMS supports the company's strong sales dynamics and rapid growth.

"All existing contracts, many of which were still handwritten, were scanned and indexed. Over the next twelve months, several thousand new contracts were added."



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