

KENDOX

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CASE STUDY



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Digital contract and consultant binders held in a Kendox cloud archive

Jung, DMS & Cie. is a technology provider for the financial and insurance sectors, based in Germany and Austria. Around 16,000 financial services providers, insurance agencies and brokers use its service and technology platform. Jung, DMS & Cie. uses Kendox InfoShare as an enterprise-wide document management platform and revision-safe cloud-based archive, reducing its processing times by over 30 per cent. With the help of Kendox, the group is developing and implementing new types of personalised digital binders for its invoicing, contracts and customer management processes.

Customer	<ul style="list-style-type: none"> – Based in Munich (Germany); offices in Wiesbaden, Troisdorf, Dresden and Vienna – Over 300 employees – Over 16,000 external users and pool partners across Germany and Austria
Industry	Financial services
Project	<ul style="list-style-type: none"> – Digital binders for consultants and agents – Enterprise-wide revision-safe DMS platform for invoicing, contracts and customer relationship management (iCRM) – Vehicle records – Digital contract binders
Requirements	<ul style="list-style-type: none"> – API connection with existing accounting and IT systems – Run in the cloud at a Kendox data centre (in Germany) – 10 TB data migration project



Jung, DMS & Cie. – JDC for short – is one of the most financially powerful sales and technology providers for financial and insurance services in Germany and Austria, with over €38 million in equity. As part of its “Advisortech” strategy, it offers innovative consulting, process and management technologies for around 16,000 sales partners across both countries. Its portfolio covers over 12,000 products from more than 1,000 providers, including investment funds, insurance, shareholdings, financing and banking products. Naturally, this portfolio is supported by an immense volume of associated records and documents relating to contracts and other business processes.

STARTING POINT: INTRODUCING A DIGITAL CONTRACT BINDER

JDC planned to implement a digital contract binder. Since its current archive system could not support such a function, the group began looking for a new one. Aside from this specific requirement, JDC also wanted to take the opportunity to resolve a number of hurdles that came with the old archive. Among other things, because the group had multiple offices in different locations, contracts were stored in various different physical locations and computer systems. This meant it was not always possible to see the total volume of all contracts. A great deal of company resources were tied up in operating the existing solution and establishing interfaces with other IT systems.

One additional challenge was that digital documents originating from the group's accounting solution, Diamant – as well as from several of JDC's own software solutions developed in house – were managed in three different systems. Some were kept in the existing archive, while others were stored in the IT applications themselves. This means that it was often very difficult and time-consuming for employees to find and consolidate all the documents associated with a query or a particular case.

When communicating with consultants (external users of JDC's technology platform), there was also no comprehensive way of managing their digital records and documents.

GOALS FOR THE NEW SOLUTION

As well as a replacement for the old archiving system, JDC also wanted an enterprise-wide revision-safe document management system that all departments could use. Dr Werner Stein, CTO at JDC, formulated the required specifications for a new solution.

The goal was to improve the way document storage was structured, and to standardise it across all the group's departments and locations. In future, all documents would be managed within a central digital archive, enabling a holistic view of all documents, and standardising the archival process.

The new solution needed to guarantee legally compliant and revision-safe document storage, especially for commercial documents and contracts. JDC also wanted to adopt new, bespoke digital binder types for certain business needs relating to consultant and contract management.

As well as a centralised contract binder for managing all documents related to a given contract, including a reminder system, JDC also wanted a solution that would simplify communication for consultants – in particular for the over 16,000 financial and insurance advisors who use JDC's technology platform to agree new customer contracts, bill for commissions, send and receive emails, draw up agents' sheets, and engage in other correspondence.

The new system also needed to run as a cloud-based SaaS solution, in order to keep resource usage within the group's own IT department as low as possible.

CHOOSING KENDOX INFOSHARE

JDC began an extensive tendering process which took into account strict cost, compliance and security requirements. At the end of this process, the group decided to adopt Kendox's document management solution.

"After numerous presentations, we came to the conclusion that Kendox's cloud-based SaaS solution was the right way for us to go," explained Dr Stein. "One big benefit was the speed and ease with which it could be made available. It also became clear to us that Kendox InfoShare was an extraordinarily flexible comprehensive DMS platform that could meet our specific needs in terms of implementing new types of binders. On top of that, we also felt very well understood and supported right from the start."

DIVISION INTO FOUR SUB-PROJECTS

The scope of the project included an API connection to the existing IT systems, including accounting and iCRM, for revision-safe document storage. It also covered the realisation and implementation of a digital contract management and reminder system. Then there was the task of transferring the existing document pool into binders.

Aside from the technical task of data migration, four sub-projects were therefore identified for the implementation of the new document management solution:

- 1) **Developing and implementing a digital consultant/agent binder:** Originally envisioned as the final sub-project, implementing a digital agent binder quickly became the first item on the list, as it could rapidly add significant value for users.
- 2) **Integrating with JDC's iCRM system developed in-house:** All documents relating to day-to-day operations needed to be sent directly to central storage via the API, and be accessible again via the CRM system.
- 3) **Integrating the existing accounting solution** and adapting its archive interface to access the new archive.
- 4) **Implementing a digital contract binder:** The goal here was to consolidate information relating to contracts, and the associated correspondence, into a centrally managed archive.

ASSIGNING METADATA AND MASTER DATA

Kendox developed an initial prototype in just three weeks to demonstrate the expectations and prospects for the new consultant binders. In order to restructure the documents, the data needed for consultant and agent binders was first consolidated from the three different original systems into one central archive system. To this end, a new interface first had to be created to allow the existing IT systems to upload the master data directly to the new Kendox archive.

JDC transferred around 30,000 agent binders, with their associated master data, to the new Kendox cloud archive, where they were further processed in order to create "binder covers". Since then, the data has continued to be expanded and updated.

It was also necessary to transfer another 60,000 documents from the old archive system and assign them to these new binder covers. During this process, it became clear that some of the metadata in the old system was in a different format from that needed for the target system. The greatest challenge here, however, was that some metadata in the old system was not properly maintained. All affected documents had to be post-indexed in order to ensure that they were structured in a standardised manner within the new Kendox system.

"The implementation went so smoothly, because we generated the master data in close cooperation with the IT department," said Tina Bohlmann, a project manager and an expert on digital binders at Kendox, describing the collaborative partnership on the project. "JDC's development team worked brilliantly with us and brought in some very helpful ideas for the data migration."

CLOUD MIGRATION AND CONSOLIDATING EXISTING DATA

One particular challenge arose when integrating the new solution with the iCRM system: securely, fully and efficiently transferring around 10 TB of existing data over the Internet from JDC's local network to the new digital cloud archive. The teams worked together to design the interfaces so that the Kendox InfoShare Web API could securely and stably transfer data between the local network and the Kendox solution. This eliminated the need for any additional intermediary steps, such as FTP upload, and the associated administrative work they would require.

Thanks to the high degree of flexibility offered by the cloud-based DMS solution Kendox InfoShare and the excellent cooperation between JDC and Kendox's project teams, the existing data was securely migrated during normal

operations, without the CRM software's users even noticing any changes in the archive system. Everything simply happened in the background.

AGILE PROJECT IMPLEMENTATION

An “agile” process was agreed for the purposes of implementing the four sub-projects. Starting with a workshop, the Kendox project team converted the customer's specified requirements into a test system. This made it possible to start training users on the yet-to-be-finished base system. Together, the teams agreed which requirements and goals to prioritise. The advantage of this approach was that the employees could start getting used to the application right away and start using its new functions quicker.

Thanks to this dynamic approach, new user needs could also be identified and quickly implemented. These included automatically creating emails in the CRM system and storing them directly in the cloud archive, integrating MS Word-based document templates, and more.

“Thanks to the wide range of tools available via the Kendox InfoShare base platform, we were able to very flexibly react to the customer's requirements,” said Tina Bohlmann.



A STREAMLINED PROJECT

Rapid mutual understanding of the requirements and implementation plans ensured quick implementation and a streamlined project flow. Just two and a half months after the specification sheet was handed to Kendox, a key user team at JDC was already able to start working productively with the new system. The official go-live followed two months later.

In terms of invoicing records, around 27,000 banking documents, 160,000 accounting records and received invoices, and 98,000 insurance statements were migrated using Kendox Batch. The extremely high performance of the process is notable here: for example, the 98,000 insurance statements were transferred within 1.5 working days.

“Kendox realised all four sub-projects in time and within the budget,” said Dr Stein. “The Kendox team found competent solutions even under stressful conditions.”

MISSION COMPLETE!

With Kendox's help, JDC was not only able to consistently implement its desired digitisation strategy, it was also able to adopt additional binder types, including consultant and agent binders. This service provider for the financial and insurance sectors now has a central digital file store that enables a holistic view of all documents and forms the foundation for implementing IT-supported contract processing. The system also reliably makes it possible to manage documents in the cloud, in line with legal requirements. This in turn lets JDC focus its internal resources on its core business.

Dr Werner Stein, the project lead and initiator at JDC, is particularly pleased with the results: "Together with Kendox, we were able to move to a reliable, maintenance-free SaaS solution for document management and successfully master the challenge of adopting digital contract and agent binders. This is saving around 30 per cent of the time we used to require for finding and storing documents in our day-to-day work."

Users also rate the new archive solution as a very positive, user-friendly development. Key user Judith Ehrhardt describes her own experiences with the solution as follows: "Documents are not just much easier to find now – they're also moved if you originally put them in the wrong place, for example. And any additional agreements or billing-related information are right there in the binder – it's all there in one place."

ABOUT KENDOX

Kendox are the experts in digital document management and process automation for offices and administrative bureaus. With years of experience providing solutions using its own in-house technology, Kendox works in particular with customers in industry and manufacturing, trade and e-commerce, services, and logistics as well as with public institutions, schools and universities.

Kendox's applications are supplied and operated in the cloud from the company's own virtual data centres in Germany and Switzerland. Its software solutions are based on forward-looking technologies and meet today's security and data protection requirements.

Kendox's document and process automation solutions integrate with Microsoft 365, leading ERP solutions and many other specialist applications. Thanks to Kendox's collaboration with other solution providers and integration partners, the Kendox software platform works in any number of diverse use cases.

Kendox AG is based in Oberriet, Switzerland. It has branches and sales and consulting offices in Oberhausen (Germany), Puchheim (Germany), Vienna (Austria), and Serbia, as well as other locations in Germany, Austria, and Switzerland. Together with its partner network, Kendox provides ongoing support to over one thousand customers.

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