

# KENDOX



## VICTORINOX

### VICTORINOX AG

CASE STUDY



## Victorinox AG

### Document Management: From Invoices to Customs Documents

Victorinox, a family-owned company based in Switzerland, has stood for quality, functionality, innovation and design for over 130 years. Best known for producing the classic Swiss Army Knife, today the Victorinox group is a global business with approximately 2,000 employees worldwide. As well as its core product, the Swiss Army Knife, Victorinox has four other product categories: cutlery, watches, travel gear and fragrances. The company produces around 26 million knives every year. Last July, Victorinox with headquarters in Ibach (in the Swiss canton of Schwyz), produced the company's 500 millionth Swiss Army Knife. A special anniversary-edition knife was produced for the occasion and gifted to all of the company's employees.

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| Customer | <ul style="list-style-type: none"> <li>– Victorinox AG</li> <li>– Ibach-Schwyz, Switzerland</li> <li>– 2.000 employees</li> </ul>  |
| Industry | Leisure and consumer goods   |
| Project  | <ul style="list-style-type: none"> <li>– Customer and supplier records</li> <li>– Support for sales and purchasing processes</li> <li>– ERP integration (Comarch)</li> <li>– Integration with customs management solution (SISA)</li> <li>– Legally compliant archiving</li> </ul> |

## COMPREHENSIVE ENTERPRISE CONTENT MANAGEMENT STRATEGY

Even before the start of the project, Victorinox had produced an ECM strategy showing how interdepartmental document management could be fully supported within the company. Part of this strategy involved implementing a standardized archiving and DMS platform based on Kendox InfoShare, including integration with the Comarch ERP system. Under this system, customer- and supplier-related documents would first be archived in compliance with legal regulations in order to provide optimal support for the company's sales and purchasing processes. Now, documents coming from the company's digital customs account management system can also be archived and simultaneously associated with the appropriate business processes.

## IMPROVING EFFICIENCY AND OVERSIGHT

Victorinox started one DMS project in 2013, but it was halted for a number of reasons. The project was restarted in 2014, with new solutions included alongside those from existing suppliers from the original evaluation. Among the new suppliers was Kendox, based in Oberriet in the Swiss canton of St Gallen. Its DMS solution, InfoShare, allowed the Swiss ECM developer to make it through this second round.

*“As early as the initial presentation, we had access to useful information”, said Roger Fassbind, PPM project manager at Victorinox, explaining the reasons behind the decision. “Kendox made a very good impression. InfoShare is also able to interface with the Comarch ERP system.”*

## CUSTOMER AND SUPPLIER RECORDS WITH ERP INTEGRATION

InfoShare supports processes for archiving documents in the DMS system in line with compliance considerations, after which they can be integrated into existing business processes. A wide range of documents produced within the ERP system or from other sources, such as sales or purchase documents, are handed over to InfoShare for storage. All of these document types can then be automatically assigned to a customer or supplier record.



## USER FRIENDLY AND QUICKLY IMPLEMENTED

User-friendliness was a key factor for Victorinox. For the employees who needed to work with the solution on a daily basis, it had to be not just efficient but actually pleasant to use.

*“We value direct engagement with the developer. Kendox supports us well and offers an excellent service”, explained Thomas Meier, PPM project manager.*

The internal employees supported by InfoShare can also make their own adjustments, guaranteeing a degree of independence.

Victorinox's role-definition and rights requirements were more complex than those in a more conventional environment would have been. Rights management represented a particular challenge within the project. However, Kendox was able to meet these requirements by adding an additional layer to the solution.“

*“The standard solution is notably flexible”, said Thomas Meier, “meaning that Kendox was able to meet our requirements very quickly. Once we made the decision to go with Kendox, it took just two or three months to start*

handing over the first documents from a range of systems to InfoShare. For a project of this size, that's astonishingly fast."

## MOVING CUSTOMS DOCUMENTS FROM PAPER TO DIGITAL

The binding requirement to implement electronic assessment decisions (eVV) Import from March 2018 represents a significant challenge for international companies like Victorinox. This is because, among other things, the new regulations include digital customs documents – meaning that businesses with their own customs accounts need to finally switch from paper-based processes to digital ones. For Victorinox, this represented an opportunity to add its tax management system to its archiving and DMS platform with the help of DMS specialist Kendox and developer SISA.

## DIGITAL CUSTOMS DATA FOR OPTIMAL PROCESSES

For customs management, Victorinox chose a suitable software solution from SISA, a Kendox partner which specialises in customs processes and logistics. Its modular applications allow international businesses in particular to optimise their business processes. As well as integrating with InfoShare, SISA's solution can also interface with Comarch, allowing it to be fully integrated into the relevant business processes. As a cloud solution, it also offers an excellent price-performance ratio and helps to meet regulatory requirements such as the binding requirement to implement digital tax assessment importing from March 2018.

SISA retrieves customs documents from each customs account before they are checked by the relevant internal department. The documents are then automatically stored within InfoShare. Sebastian Fretz, a project manager at SISA, said, "The most important thing is to have control and oversight over documents. All information is updated daily and can now be easily retrieved from the system or the archive. This means that even in case of a customs audit, the customer has access to all relevant information and documentation. The time-consuming task of managing paper-based documents can finally be eliminated." Digital customs data also enables fast, easy real-time evaluation of all customs- and VAT-related information such as royalties, source countries, clearance type, carrier and more.

## FUTURE PROJECTS

The new system has allowed Victorinox to meet its key requirements for a document management system and document archiving which fulfils all compliance requirements. Victorinox is planning future sub-projects to expand its use of InfoShare and integrate it with other systems.

In order to further increase efficiency, workflows could also be expanded into other areas such as invoice processing. Victorinox aims to lighten its employees' workloads this way, giving them more time to concentrate on their core responsibilities.

## 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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