

# ELO Customer Reference

Flughafen Friedrichshafen GmbH

Bodensee-Airport  
FRIEDRICHSHAFEN 



## Friedrichshafen Airport takes off with ELO



*"The approval periods for order documents and for invoices in the workflow were hugely reduced within just a few weeks of adopting ELO."*

Benedikt Hornung,  
Project Manager, Friedrichshafen Airport

Friedrichshafen Airport lies close to the border region between Germany, Austria, Switzerland and Liechtenstein. It is one of the largest airports in the German state of Baden-Württemberg and is also the southern-most airport in Germany. This regional commercial airport is located on the shores of Lake Constance, directly adjacent to the Messe Friedrichshafen trade fair center and close to Friedrichshafen city center, making it easily accessible by car or train. The airport is owned by Flughafen Friedrichshafen GmbH, and the company is using **ELO**professional to take its document management to new heights.

Friedrichshafen Airport covers an area of 370 acres, and it was here that aviation pioneer Count Ferdinand von Zeppelin developed the Zeppelin airship, which would go on to worldwide success. Today, the airport handles around 600,000 passengers per year, and its state-of-the-art facilities allow for smooth operation under any weather conditions. It offers a wide selection of destinations, including an important regular route to the international hub of Frankfurt Airport. Turkish Airlines have also offered direct passenger flights from Friedrichshafen to Istanbul since mid-2013.

**ELO**  
Digital Office

# Solution

practical added value



## Shortcuts

Country: Germany  
Sector: Aviation

## Company

Flughafen Friedrichshafen GmbH, founded in 1928, operates the airport and its infrastructure with a staff of 150.

## Challenge

The time-consuming filing of paper documents led to long processing times for creditor invoices and orders, so that the company frequently missed out on discounts for prompt payment.

## Solution

After a thorough cost-benefit analysis, the company's senior management decided to use **ELOprofessional** for their digital document management.

## Benefits

- Rapid invoice processing
- Electronic sending of invoices
- Full benefit from prompt payment discounts
- Cost reductions
- Document version control with all changes fully traceable
- Improved search functions
- Increased efficiency and productivity through workflow processes

## From Zeppelins to jet engines

The history of Friedrichshafen-Löwental airfield begins in 1913. At that time, the German Empire needed to find a suitable premises for training aircrews close to the Zeppelin factory. Construction began in the same year, and in 1915 the first airship hangar was completed. The first airship built here - the LZ 41 - began its maiden voyage on June 7, 1915, and Friedrichshafen Airport was born.

In 1928, Flughafen Friedrichshafen GmbH was founded. The shareholders were the city of Friedrichshafen and the aircraft manufacturer Dornier. 1929 saw the first regular Lufthansa flights between Stuttgart and Friedrichshafen. Lufthansa would later expand this route from Friedrichshafen to Hamburg, via Stuttgart, Frankfurt and Hanover. In 1931, the first scheduled airship flights to South America were introduced, and Lufthansa launched a connection service from Friedrichshafen to Berlin for passengers and mail. During the Second World War there were twelve bombing raids on Friedrichshafen, causing severe damage to the airport buildings and site.

## Like a phoenix from the ashes

From 1945 onwards the airport was rebuilt by the French air force, and in 1949 the first fighter jets were stationed there. The Friedrichshafen Luftsportclub (LSC) aviation club was founded in 1950, and civilian flights also resumed. In 1968, the airport was handed over to the German military administration, and a co-use agreement was signed with Friedrichshafen Flughafen GmbH in the same year. The first scheduled flights began in 1966; however, it was only with the founding of the airline Delta Air in 1978 that regional commercial travel really took off in Friedrichshafen.

A new terminal was constructed in 1988, while in 1994 a new runway was built and the airport modernized. From this point, Friedrichshafen - previously accredited as a commercial airfield - was recognized as a full-fledged airport. In 1997 the airport was connected to the German national railway network, and in 1998 it came under the sole ownership of Flughafen Friedrichshafen GmbH. A 60,000 square foot terminal was opened in 2010, increasing the airport's capacity to 1.5 million passengers.



## An avalanche of paper and missed discounts

The successful operation of a commercial airport and its infrastructure is a complex administrative undertaking involving a huge amount of paperwork. It can be very time-consuming to deal with paper documents manually, and orders and creditor invoices took so long to process that the company would miss out on discounts for prompt payment. That's why in 2014 it became clear that a document management system was badly needed.

The requirements were quickly defined:

- Electronic sending of invoices
- Process-oriented, revision-controlled document filing
- Improved search functions
- Phase-out of the file system
- Workflow processes
- Document version control with all changes fully traceable

## A clear decision for ELO

After a thorough cost-benefit analysis, the company's senior management decided to use **ELOprofessional** for their digital document management, as ELO's functionality met these requirements fully. A further point in favor of ELO was the company's existing close cooperation with one of ELO's business partners, an IT specialist based in Ravensburg.

Benedikt Hornung, Project Manager at Flughafen Friedrichshafen GmbH, says, "The adoption of ELO and the system support provided by ELO's business partner gives us both an expert consultant and a modern, sustainable DMS that meets our most important requirement - namely, revision-controlled filing and storage of our data over the long term."

## Increased efficiency and productivity

The new system was enthusiastically adopted by the 25 employees who work with it. This comes as no surprise, since administrative tasks now involve much less effort than before. For example:

- Outbound documents (such as invoices, credit notes and payment reminders) are now generated from the Microsoft Dynamics NAV ERP software before being filed to ELO, indexed, and moved to the appropriate repository location via the ELO Business Logic Provider (BLP). An expiration date and access permissions are also applied.
- Outbound documents are sent automatically. A dispatch code is also added to the debtor entry in NAV, specifying whether the invoice should be sent by mail or by e-mail. When the invoice is printed from NAV, it is filed to ELO and a workflow is started. The document is e-mailed to the address saved under the entry, according to the dispatch code.
- Incoming invoices are scanned and filed to a specified path. This automatically starts a workflow. The invoice is filed and booked in NAV. In the ELO workflow, the indexing data is retrieved and applied by means of a database query to NAV. The document is forwarded to the responsible persons for approval and signing off, and once this is completed it is moved to the repository. The document status "revision-controlled" and an expiry date are applied.
- Orders are generated from NAV in the same way. Two people responsible for approvals are set up in NAV. The order is printed from NAV and filed to ELO. This automatically starts a workflow that forwards the document to those responsible for approvals. Once the workflow is completed, the user can send out the order.



### Increased efficiency

Individual escalations in the workflow kick in automatically when deadlines are reached.

*"Work processes have been optimized across the board, and the quality of our output has improved considerably."*

Benedikt Hornung,  
Project Manager, Friedrichshafen Airport

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### Summary and outlook

The project began in April 2014 and was completed in October of the same year. The key project goals were to reduce document processing times, to improve administrative efficiency and productivity (capitalizing on discounts, searching for documents etc.), to save on office space, to protect documents with a system of access permissions, to avoid redundancy in data storage, and to prevent documents being tampered with. These goals were all successfully achieved, with clear and immediate positive results for the company.

Benedikt Hornung confirms: "At first the investment increased the company's administrative costs; however, we have achieved synergies over the medium and long term that go far beyond the immediate scope of the project. Approval times for order documents and for invoices in the workflow were hugely reduced within just a few weeks of adopting the system. As a direct result, we are able to take advantage of almost all prompt payment discounts offered to us by our suppliers. We have also managed to optimize costs in a number of different areas - for instance, by sending invoices digitally to reduce mailing costs, by fully automating the filing of outbound documents from the ERP system, and by minimizing the time spent searching for documents."

Thanks to this overwhelmingly positive experience with **ELOprofessional**, the company is planning to introduce the DMS in other departments - in particular, for transferring documents from the file system, and for contract management.