

GETTING EFFECTIVE WITH BÁCS WATERWORKS (utility)

“THEY WOULD NOT ONLY BE ABLE TO MEET US CONTRACT PROCESS RELATED NEEDS, BUT VIA THE FLEXIBILITY ON THE FIELD OF PARAMETERIZATION THE ANDOC SOFTWARE PROVIDES, WOULD BENEFIT US SO MUCH MORE.”

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ABOUT THE CUSTOMER

We are one of the 12 biggest water suppliers in Hungary. The 1950 founded North-Bács-Kiskun County Waterworks Corporation transformed into a water supplier business organization – country wise, firstly among its peers – at 31th of December 1991. Within the framework of our base services we are providing water supply and sewer services to several counties.

Service assurance, quality and the satisfaction of our consumers, owners and partners are among our main priorities. Our development targets are to improve further the quality and safety of our services and optimize our effectiveness.

THE CHALLENGE

As the years went by, the contracting processes became more and more un-transparent, and at the first quarter of 2013 we reached that point, where we could not effectively track our contracts anymore. In the need of getting control over our processes and managing our contracts a more efficient way, we put out a tender, and among other competitors, Care All Ltd. was invited to present their solution proposal to our needs.

They brought Andoc to the table, a framework system, with many capabilities and possibilities beyond our imagination. They did not only demonstrate their contract process solution proposal, but gave us a little treat on other popular process choices of their clients, like invoice approval, certified document management and complaint management. By listening trough their presentation, and understanding the software's framework attribute better, we realized by choosing them, they would not only be able to meet our contract process related needs, but via the flexibility on the field of parameterization the Andoc software provides, would benefit us so much more.

Although originally, we wanted just a system which capable of handling all of our contract related needs, they gave us the opportunity to take a step back, and think in the bigger picture to revisionize and innovate not only our contract related but other processes as well.

Therefore, we rolled out a renewed tender about a more complex system incorporating certified document management, invoice approval, contract management and contract storage processes.

THE SOLUTION

Finding the optimal solution, we realized, that we needed a supplier who possess the proper expertise and experience on the field to create all the necessary administrative processes, and capable of providing a secure, quick working system, which is not only able to fulfill the daily needs of our colleagues, but can give us the opportunity to measure the in-working employees as well.

After the rollout of the modified tender of ours, Care All Ltd.'s Andoc solution has been given the chance to get the job done. They were not only able to deliver what they promised, but they did it in an agile manner, and we received more than what we had expected. During 3 months of intensive work, all the needed modules were introduced.

Invoice identification

Regarding our faster invoice identification request, they recommended integrating a 3rd party technology, which allows to define certain areas on the scanned document, like the area of the supplier's name on the invoice, which data with OCR methodology (Optical Character Recognition) can be read and sent to Andoc. Therefore, through automatic insertion to the appropriate fields, as every form related index field value in Andoc, the data, in this case the supplier's name, become easily accessible, searchable, thus the incoming invoices easily trackable, by the user.

Contract management

The implemented contract management workflow deals with 3 round multilevel, built on one another, simultaneous commenting, approval sessions, with the possibilities to restart the approval process whenever we feel like it, and the level to start again on can be chosen as well.

Parameterization freedom, no dependency

In terms of the Andoc parameterization freedom, by the framework system attribute, the implemented processes can easily adapt to the alterations of the market or follow the changes of the organization itself, whether they would come for instance from newly founded or ceased organization units, entities or even fluctuation sources.

Partner database

Related to invoice processing, the usage of our partner database in the new solution required a cleaner, more easily maintainable, at the same time duplications preventing way to work. However Andoc could be set up in either ways, but by our request an SAP, an ERP (Enterprise resource planning system) interface integration has been implemented, the Partner Master Data now can only be written and maintained in SAP.

Numbers

Over the past few years, another 4 new workflows have been implemented, resulting in total 7, with 830 workflow steps, 484 user roles, assuring the 13 form templates to input data. Yearly, the implemented system handles over 92 000 documents and 1 100 000 events efficiently.

Document management

The most important requirement was the paper-free session. Care All with Andoc was not only able to achieve that, but streamline our processes via sharing not just their experience, advices or the best practices on the field, but gave us many time-saving creative solutions.

The biggest success

The project's biggest success for us, as a hard choice as is to choose among so much marvelous improvements we've received, is definitely the gained ability, to be able to manage, search and monitor our contracts effectively now on, we are no longer missing any deadlines, don't have to deal with overpays anymore.