

Manage secure business processes, save time and money.

Save valuable time and reduce the risk of erroneous entries and filing.

Challenge

- Data entry was time consuming and error-prone
- Access to data was delayed

Solution

- Improve diverse processes at the company
- Enable intuitive operation of the camera

Results

- Highly automated processing
- Image files are available immediately
- Very flexible creation of new workflows

Profile

Bettenwelt GmbH & Co. KG is a major player in the field of international logistics, with two sizeable logistics hubs: Homberg/Efze and Zarrentin (Mecklenburg area/Northern Germany). As a service provider for industry leaders such as Dänisches Bettenlager and JYSK, Bettenwelt is responsible for the daily supply of goods to more than 1,000 chain stores in Germany and abroad. In addition, trading companies in Germany and around the globe count on Bettenwelt's various services.

Bettenwelt's service portfolio also includes warehousing, commissioning, inspection and customs processing, as well as supply and disposal of goods.

Challenge.

Mattresses, decorative items and garden furniture are piled up almost 14 meters high at the high-rack warehouse of Bettenwelt in Zarentin. There are approximately 130,000 pallet spots for up to 8,000 items, ensuring fast delivery to 430 Dänisches Bettenlager chain stores in Germany, major clients in Northern and Eastern Europe and online customers of the international JYSK corporation. In Homburg/Efze, the logistics company operates another, similarly spacious, high-rack warehouse from which supplies are delivered to the chain stores in Southern Germany and Austria, among others.

30 to 40 containers from all over the world arrive at both locations every day, ensuring goods are always in stock. The incoming goods team handles 6,000 loads per year—around 240,000 pallets. When a shipment arrives, the team checks each container for intact seals, transportation damages, and inside capacity utilization. They take documentation photos and publish them on the intranet to share the data with other departments. The outgoing goods team also takes 300-400 documentation pictures each day. Between the two locations, approximately 40 cameras are available for documenting data.

Challenge.

In the past, all images were processed manually, which involved loading each photo onto the computer, assigning it to the respective container number, then renaming the file. A network folder would be created, then files were saved to it. Because each container number consists of a sequence of eleven digits and letters, data entry was time-consuming and error-prone. Due to the workload, photographers uploaded the pictures to the network only once or twice a week, causing a delay before other departments could access them.

Solution.

The documentation process took several hours, which frustrated Bettenwelt's IT experts. There were no solutions in the logistics industry that suited their needs.

By chance, an in-house trade fair at Heinr. Hünicke GmbH & Co. KG (an office technology partner) provided the solution: Nuance Business Connect.

Thanks to Nuance AutoStore and Nuance Business Connect, capturing the pictures is completely automated now. The solution helps Bettenwelt service partners like Dänisches Bettenlager operate more efficiently, saving valuable time and reducing errors.

Result.

At Bettenwelt, they were convinced immediately that the Nuance solution would improve their diverse processes. Within a short time, they began the first phase: equipping approximately 20 cameras with the Android operating system and Nuance Business Connect. The warehouses and surrounding outside areas—each as large as several soccer fields—were fully WiFi enabled. Nuance Business Connect made operating the cameras intuitive: only a few clicks were necessary to transmit the images to the network directly. The previously manual tasks were automated fully, using an AutoStore workflow, saving the incoming goods department 60-80 hours a month. Bettenwelt plans to upgrade the second half of their cameras and bring their second location into the Nuance solution. They continue to introduce additional workflows into other departments. In the outgoing goods department, for example, there is a potential for great savings; approximately 100 trucks leave the facility daily, and Bettenwelt documents all pallets for large-scale clients to ensure quality.

Nuance AutoStore and Nuance Business Connect made Bettenwelt's process easy to use and fully automated, which ensured a high level of team acceptance. Having immediate access to the images made it easier for other departments to resolve damages or defects, process invoices, and appraise of container usage.

To learn more about Nuance Document Imaging Solutions, please call 1-800-327-0183 or visit nuance.com

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