

**opentext™**

**Success story**

**Sanitas Troesch AG**

**Industry**

• Retail and Manufacturing

**Solution**

• OpenText™ Extended ECM  
for SAP® Solutions



# Sanitas Troesch saves three million sheets of paper per year thanks to digital sales process

**OpenText™ Extended ECM for SAP® Solutions reduces costs, eliminates manual information searches and ensures legal compliance**

**Results**



**Permanent reductions**  
in paper costs



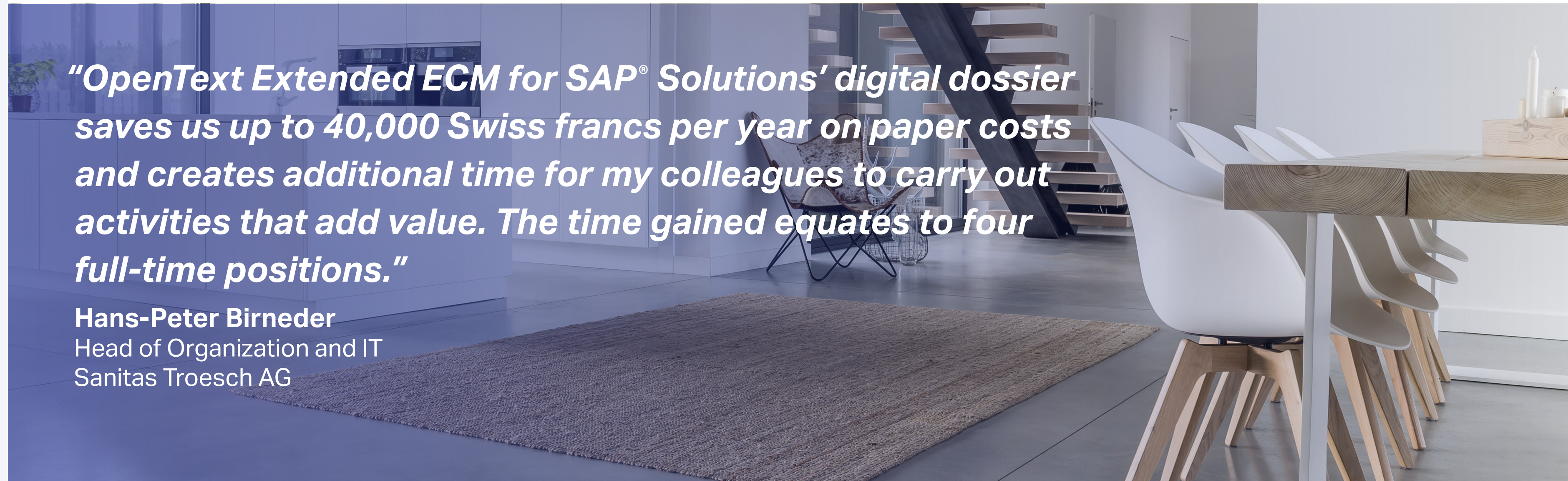
**More time** for value-  
added activities



**Legally-compliant**  
information storage

*"OpenText Extended ECM for SAP® Solutions' digital dossier saves us up to 40,000 Swiss francs per year on paper costs and creates additional time for my colleagues to carry out activities that add value. The time gained equates to four full-time positions."*

**Hans-Peter Birneder**  
Head of Organization and IT  
Sanitas Troesch AG



Sanitas Troesch has been Switzerland's leading kitchen and bathroom supplier for more than 100 years. The company was created in 1991 with the merger of two family-run companies, Sanitas and Troesch, which were founded in 1911 and 1912 respectively. With around 970 employees, Sanitas Troesch generated sales amounting to 549 million Swiss francs in 2016. The company has 19 branches with showrooms and six logistics sites nationwide. Since 2005, Sanitas Troesch has been owned by the French company Saint-Gobain, which has around 170,000 employees and is present in 68 countries.

Projects to design and sell bathrooms and kitchens are complex and require a variety of different information in a range of formats. At Sanitas Troesch, this includes email correspondence, data and documents from the principal SAP® system, such as quotes or orders as well as contracts and CAD drawings. Previously, this generated more than six million sheets of paper per year in the bathroom sector of the business alone. Thanks to the digital sales dossier for bathrooms, Sanitas Troesch has removed all paper documents and pictures from the process, eliminating the time and effort associated with filing paper documents and searching for information and guaranteeing statutory, audit-compliant data storage for ten years.

### Digital sales dossier saves three million sheets of paper per year

***"Up to now, our paper consumption has been immense. In essence, you could say that two trees had to be chopped down each day to meet our paper requirements",*** emphasized Hans-Peter Birneder, head of organization and IT at Sanitas Troesch AG. ***"On top of this, there was the manual effort needed to file all that paper. Extrapolated across all our sites, it amounted to four full-time positions just to do that. That time and money would be better spent on more productive tasks.***

***Therefore, we came to the conclusion that this situation couldn't continue and that we would need to digitize our information management system."*** The idea was very popular throughout the individual departments and particularly in the Biel branch where employees were already using a predefined structure to store all information and documents digitally, including drawings and faxes, before the OpenText project began. ***"We earmarked Biel to take part in our OpenText project pilot. They have been using the digital sales dossier there since September 2016. In the first month alone, we saved 20,000 sheets of paper at this site",*** added Birneder. The total potential savings amount to no less than 40,000 Swiss francs per year.

### Digital searches and storage free up time for more important jobs

***"There are obvious advantages to only dealing with digital information and having centralized access to information. In particular, our sales team colleagues no longer need to take paper documents with them when they visit customers to discuss and draw up plans for fitting bathrooms in new housing developments for instance. The digital sales dossier gives them direct access on the laptop to all the information they need from their SAP clients. This includes logistics information, delivery deadlines, or photos of the merchandise",*** emphasized Birneder.

In line with the principle that every document received or created must be immediately stored in the digital dossier in a legally compliant manner, office staff save emails or SAP documents to the OpenText Extended ECM, Release 16 solution direct from the application and interface they are using, which include SAP® GUI, Office applications, Microsoft® Outlook,

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Explorer or Internet Explorer. Thanks to the seamless integration of the OpenText dossier with the principal SAP system, a predefined directory structure, known as Connected Workspaces, is set up automatically when an SAP object such as a customer or an order is created. ***“This makes storage much simpler and quicker than it was, because users don’t have to leave the application they are working on. It is easy for anyone to find their way around the directory structure”***, said Birneder. On top of that, stored information is available at the push of a button. Depending on their authorization levels, colleagues in bathroom sales or even key account managers across different sites may also be able to access it. Birneder explains: ***“This creates transparency, simplifies the arrangements for replacement staff and field sales work and optimizes management. And my colleagues can use the extra time they’ve gained to create value instead.”***

### **A centralized platform ensures legally compliant storage and provides additional dossiers**

Two more branches came on board with the project in the middle of December 2016, following the successful live operation of the digital sales dossier during the pilot phase. Since then, an average of two branches each month got involved. The entire bathroom project

concluded in July 2017. ***“My colleagues can have full confidence that the information stored is always up-to-date. And the company can be sure that documents are being stored in a legally compliant manner for at least ten years and that they will remain accessible even when employees leave”***, concludes Birneder. ***“Users find it very easy to use the OpenText solution. The on-site, three-day training sessions were more than sufficient for employees to learn about the software and become accustomed with the new processes for storing documents,”*** said Birneder. In part, the short training time was down to OpenText’s new Smart UI, as it is limited to the main functions and can be operated intuitively.

Feedback from the branches has been so good that the kitchen and logistics sectors want to have their own digital dossiers as soon as possible. Significantly less effort will be needed to implement this, as the platform is already in place. The first discussions about this took place in April 2017. As many as 700 users at Sanitas Troesch will eventually be working with OpenText Extended ECM, Release 16 digital dossiers.



### **About OpenText**

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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