



## Reduce Paperwork and Speed Delivery Times

### Ultimus Case Study

- **Cycle** times reduced by capturing information once and distributing that data appropriately throughout the process.
- **Order** to delivery time is reduced through automation
- **Improvements** in quality assured due to a systematic approval process
- **Literal** paperwork eliminated
- **Data** is passed directly to SAP

## GAH Alberts



### Process Description & Background/Need

Gustav Alberts GmbH & Co. KG (GAH Alberts) was founded in Herscheid, Germany in 1852 with a focus on custom metal fabrication. The company's product line includes more than 7,500 items, including arched gates for windows and gardens, safety posts, bicycle stands, wire mats, locks, bolts, fences and hinges. The products are offered in Do-It-Yourself (DIY) hardware stores across Europe and are exported to more than 30 countries.

### Points of Pain Addressed

The first process to be automated manages the sale of new insurance policies for GAH Alberts set key objectives to automate important business processes to achieve long-term competitive advantages by focusing on reducing cycle times during manufacturing. With appropriate rules and conditional routing, the company set about building a process that would:

- Prevent things from falling through the cracks
- Make the manufacturing process itself more transparent to the customer
- Provide for exceptions
- And make adaptation and optimization easier to manage

### Why Ultimus

GAH Alberts selected Ultimus as the BPM platform of choice due to four key factors:

- The Ultimus BPM Suite was easy to use.
- The value/performance and total cost of ownership was clearly advantageous.
- The Ultimus feature set was the broadest available.
- Ultimus was a clear leader in the pure-play BPM market.



### Solution Overview / Deployment

First, GAH-Alberts concentrated on the process of manufacturing custom-made gates and fences. Prior to using Ultimus, orders were submitted by customers through DIY building supply centers. Typically, orders with detailed graphs, plans and descriptions were transmitted directly from the building supply centers to GAH Alberts by Fax. This information was then reviewed and transmitted by hard copy to the company's production department. At the same time, all relevant information was manually recorded to an invoice prior to delivering the finished product to the customer. By using Ultimus to automate this process, orders, including graphs and plans, are submitted electronically and stored securely. In addition, all fax and other paper handling is eliminated. Orders, supporting documentation and invoices are all generated electronically and printed only when absolutely necessary.

### Recap of key benefits and summary / Results

Using Ultimus, the process was automated in such a way that the data was captured once and applied to appropriate instructions, plans, electronic forms and other documents; thereby, reducing cycle times and eliminating human

input error. More importantly, a secondary effect occurred that saved additional money for the company, the huge amount of paper that had been required previously was completely eliminated. Every offer is now electronically accessible, can be sent out and archived effortlessly and is automatically forwarded to the SAP system. As an added bonus, the elimination of paper means that information is never lost.

A second process has also been automated for delivery and sale of finished products. More than 1,500 fittings, sizings, and other modifications are now managed by sales assistants at the DIY centers and electronically managed through the Ultimus-based BPM solution through an elaborate checklist and approval process. This second process is generating similar results. Input errors, lost paperwork and delays are all dramatically reduced. GAH Alberts has plans to deploy Ultimus more broadly across the organization, realizing more efficiencies and savings.

Manufacturers implicitly understand both automation and process. Applying those concepts to business processes allow manufacturers to increase revenue, lower operating expenses and improve customer satisfaction. BPM accelerates speed to market and helps the enterprise achieve greater ROI in less time. For more information on the Ultimus BPM Suite and how it can help you company become an agile enterprise, please visit [www.ultimus.com](http://www.ultimus.com).