



**PlanetPress acts as a flexible communication layer between the complex Navision™ data and our customers.**

### About Liftinstituut

Liftinstituut was established in 1933 as an independent company with the main objective of monitoring and increasing the safety of elevators in Amsterdam. The company, which is headquartered in Amsterdam, has 170 employees in six different offices. Liftinstituut is now a market leader when it comes to ensuring the safety of elevators, facade maintenance equipment, hydraulic arms, escalators and hoisting, lifting and transportation equipment. The company conducts around 50,000 elevator inspections a year.

Liftinstituut has been officially accredited by the Dutch Council for Accreditation and issues certificates that are valid all over Europe. The certificates are important documents that guarantee the safety and proper working condition of elevators, escalators and fairground attractions etc. Various authorities attach significant importance to these certificates. Fast and, more importantly, correct processing and handling of these certificates and the related documents is also required.



### Documents of crucial importance

It goes without saying that documents are of crucial importance for Liftinstituut. The process of gathering the required information is more complicated than we might think. The customer receives a number of documents depending on how many installations he manages or owns. For example, a notification to make, reschedule or call off an appointment for an inspection, or a letter enclosing the inspection report, one or more certificates of approval and an invoice. Various laser and matrix printers are used to print these documents. There is also a great deal of communication by fax and phone.

Processing the inspections and printing the documents on the matrix printers (approximately 70% of the total output), in particular, were very time-consuming. The stock of pre-printed documents included, for example, invoice, letter, transport documents, inspection reports and a large number of pre-printed certificates. Sorting and collecting invoices, inspection reports and certificates were also lengthy and was a full time job for two (2) employees. What's more, this process was error-prone and inflexible.

### The challenge

After Liftinstituut was privatized, the company decided to take an objective look at its own company processes. This audit revealed that the processing of all outgoing communication, in particular, was an enormous expense. Too often, mistakes were made during the communication and planning stages, meaning that extra work was necessary to correct the mistakes. The main challenge for Liftinstituut was to increase customer satisfaction. This was followed by the task of reducing the costs for gathering data, printing it on the correct pre-printed forms, and the manual processing and distribution of the documents.

Liftinstituut realized that automating the above process would not only allow the company to make savings but it would also mean that its customers would receive better information more quickly.

### The solution and Navision™

Using PlanetPress Suite, all communication with our customers is automatically dealt with by the new Navision™ system. Customers can specify the format in which they would like to receive information and can change their preference at any time. Documents that used to be processed manually are now sent in a fully automated method straight from Navision by e-mail, fax, EDI or sorted print set, enabling us to make savings of 60% on our document costs.

The first phase consisted of reducing the large number of different forms. Using PlanetPress Design's graphical interface, all layouts were digitalized, eliminating all but two of the pre-printed forms. The second phase was to transfer various business processes to PlanetPress Watch - which was very quick using drag and drop. This enables the documents to be sent conditionally. All documents for a specific customer are collected and then sent in the way the customer has specified.

At the same time, every outgoing document is digitally archived in accordance with the guidelines laid down by the EU. The archive can be accessed directly from Navision™. In addition to the automation of the distribution process, manual processing and sorting has also been automated. The most important variable texts from the inspection reports can now be managed simply in a text library from Navision™.

"As an output management tool, PlanetPress has enabled us to make considerable savings in terms of our documents management costs. All information is automatically given a dynamic layout and sent directly to our customers in the required format."

Mr. M. V. M. Douqué (Director)  
Liftinstituut

### Return on investment (ROI)

Nowadays, the company prints only what is strictly necessary. Every report sent by e-mail saves around one Euro in document costs (incl. postage) compared with the old implementation. With our volume, this is already ten thousand Euros per year. Two FTEs (Full time employees) of labor hours have also been saved and mistakes are no longer made in this process. In addition to considerable cost savings for Liftinstituut, this has also resulted in increased customer satisfaction. The fast daily processing and invoicing benefit everyone.



### Functionalities of the current implementation:

- Digital archive in PDF format
- Automatic document sorting routines
- Conditional output to all media
- Elimination of all pre-printed forms
- Clear, unambiguous communication in accordance with house style
- Flexibility for making changes, directly on the forms

### The Liftinstituut Express PlanetPress Suite Solution:

-  PlanetPress for Document design
-  PlanetPress Watch for Process and distribution automation
-  PlanetPress Image for Integrated archiving