



CASE STUDY:

Landesärztekammer Baden-
Württemberg saves staff 2.5
hours a day with digital
document management



Landesärztekammer
Baden-Württemberg

Simple collaboration with DocuWare Cloud
streamlines administration processes and boosts
employee productivity.

COMPANY PROFILE

The Landesärztekammer Baden-Württemberg is the State Chamber of Physicians of the German state of Baden-Württemberg, headquartered in Stuttgart. The organisation also comprises four district medical associations spread across the state in North Württemberg, North Baden, South Württemberg und South Baden. Together, the central chamber and the regional district associations perform important administration tasks and represent the interests of the medical profession, including 76,200 physicians in the state and the districts.

As a local supervisory authority, the organisation has a mandate to ensure high service quality and compliance with the professional code, as well as other state and federal regulations. In addition, the organisation supports the continued education of physicians and other medical staff, helps medical professionals across the state to share knowledge and best practices, and acts as a central point of contact for patients and all citizens.



CHALLENGE

Every day, the district medical associations and the State Chamber of Physicians of Baden-Württemberg must process large volumes of documentation – from registers and reports to research papers and certificates. For example, even a single department often handles 4,200 documents per month. Previously, document management was a time-consuming, paper-based process: staff filed documents in a secure, physical archive, then manually retrieved them as needed by medical staff.

To streamline the storage, management and retrieval of documents, the organisation aimed to reduce the use of paper at its headquarters and across the four district medical associations. The goal was to unlock greater efficiency through digital processing.

As one district medical association expanded and prepared to move to a new building, the organisation decided to seize the opportunity to make more space for staff, phase out its physical paper archive and facilitate quick, easy access to digital documents across all departments. While the district medical association office already used a digital document management system, it still required a paper archive, and it was difficult to adapt the system as rules and requirements changed.

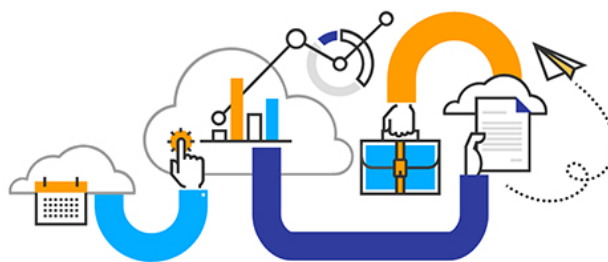


All our core processes relied on paper trails. One driver for digitising our records was that we were simply running out of space. But we also wanted to improve productivity and reduce the time our staff spent walking around buildings to find the right files when they needed them – contributing to faster administration and patient services.

Franziska Gillich, Head of IT at the State Chamber of Physicians of Baden-Württemberg



"Thanks to their team's expertise and creative approach to problem-solving, Ricoh always finds effective solutions to address even our most complex requirements."



SOLUTION

When the State Chamber of Physicians of Baden-Württemberg began to evaluate document management software, the team looked at DocuWare, a Ricoh acquisition company.

"We did a very detailed assessment of various document management solutions," says Franziska Gillich. "In the end, DocuWare was the clear choice for us – not least because DocuWare is used by at least five other State Chambers of Physicians across Germany. After positive discussions with our peers from different parts of the country, we selected DocuWare."

The IT team kicked off the transformation effort by digitising 25,000 folders and decommissioning the paper archive for one district medical association. Following the success of the project, the team implemented DocuWare at a second district office.

"We started with two on-premises deployments of DocuWare," adds Franziska Gillich. "We realised that DocuWare Cloud is an even better fit for us, as we can scale out dynamically while keeping IT management and

operations requirements lean. Now, we're implementing DocuWare Cloud at two district medical associations and are planning to migrate our on-premises systems to DocuWare Cloud. When complete, 400 people will access five DocuWare Cloud instances. This configuration will help us to provide tailored processes for the four district medical associations while benefitting from shared expertise across all systems."

To simplify processes and provide quick, simple access to documents, the State Chamber of Physicians of Baden-Württemberg leverages DocuWare's flexible APIs to integrate document management features into different systems. This saves time for staff by enabling them to access documents without switching between applications.

"We've always enjoyed working with Ricoh," says Franziska Gillich. "Our key contacts have remained stable over the years. They know exactly what we need, and speak our language. This makes the collaboration very efficient, allowing us to complete all projects in time and in budget. Thanks to their team's expertise and creative approach to problem-solving, Ricoh always finds effective solutions to address even our most complex requirements."



DocuWare Cloud is a future-proof and flexible solution. We have already realised substantial cost and floorspace savings by phasing out paper archives. What's more, we can always add new custom fields in DocuWare to extend and adapt our solution to meet new requirements.

Franziska Gillich, Head of IT at the State Chamber of Physicians of Baden-Württemberg



BENEFITS

Today, the State Chamber of Physicians of Baden-Württemberg and its four district medical associations benefit from consolidated, digital document management for a wide range of document types including register data, education materials, official certificates, contracts, complaints and clinical studies.

"DocuWare Cloud is a future-proof and flexible solution," notes Franziska Gillich. "We have already realised substantial cost and floorspace savings by phasing out paper archives. What's more, we can always add new custom fields in DocuWare to extend and adapt our solution to meet new requirements."

The investment in digital processes quickly paid off when working from home became a necessity during the COVID-19 pandemic. "DocuWare enabled us to continue business-as-usual at a time when support for physicians

and other professional medical staff was more important than ever," confirms Franziska Gillich. "All our employees, even the ones that were sceptical initially, were very happy about the move to a digital archive."

The organisation has also accelerated and simplified workflows that span multiple departments. "As part of the invoicing process for education and training offerings, we previously printed two invoice copies that were reviewed and archived by two departments," says Franziska Gillich. "Now, the education and accounting teams simply access the same invoice in DocuWare. This ensures consistency, reduces workload, and is more environmentally friendly. We also send the invoice out by email as a digital document, so nothing needs to be printed, reducing paper costs."

Key DocuWare features such as task lists facilitate collaboration within and between departments for all kinds of workflows. By automatically assigning retention periods based on document types, the organisation further reduces manual effort while ensuring legal compliance.

With DocuWare, the organisation can collaborate more closely with other State Chambers. For example, in a joint project between three State Chambers, DocuWare acts as the central platform for streamlining electronic document exchange. Increasing standardisation on DocuWare across State Chambers of Physicians in Germany also improves mobility of physicians beyond district and state borders. The electronic process replaces deliveries by post which were slow and carried higher risks to sensitive information, as documents were not secured during transit. Easier digital and encrypted transfer of documentation, certificates and other essential data speeds up the process and helps physicians to get started faster without delays; no documents can go missing, and no files need to be physically moved from one chamber to another.

Next, the State Chamber of Physicians of Baden-Württemberg is working with Ricoh to explore more advanced workflow automation features.

“Since moving over 1.5 million documents to DocuWare, we can respond much faster to any request,” concludes Franziska Gillich. “Sometimes, our staff need to access up to 30 different folders a day. Before DocuWare, walking into the archive and finding the right document required at least five minutes. Thanks to DocuWare Cloud, our employees now save about 2.5 hours a day. This is time they can spend on member and patient services instead of manually sorting through folders full of paper – a major boost to our productivity! This improved efficiency is also the reason why we could keep up with a growing volume of work without increasing our headcount.”



ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter. With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

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