



Delfin Wellness®

MEIN URLAUB ZUHAUSE

- POOL
- SAUNA
- INFRAROT

A personal wellness company improves customer service by streamlining processing of 6,000 invoices per year and embracing digital archiving of important project documentation.

COMPANY & CHALLENGE

Delfin Wellness GmbH, based in Austria, builds premium pools, whirlpools, saunas, steam rooms and wellness showers for private homes and the hospitality, fitness and healthcare industries. With around 40 employees, the company works with architects and uses state-of-the-art planning and modelling software to deliver advanced designs for spas and rooftop pools, incorporating remote monitoring and predictive maintenance.

Every year, Delfin Wellness continues to grow and achieves impressive revenues. But such success brings new challenges. For example, manual processing of incoming supplier invoices and other important project documents was becoming more and more difficult.

Harald Kogler, CEO at Delfin Wellness, says: "As CEO and a passionate member of several business associations, I am always on the move. Every time I returned to the office, I would have to sort through a mountain of papers on my desk that were waiting to be reviewed and approved. As we are growing quickly and placing ever more orders with our network of suppliers, this became a real strain."

“Ricoh has always been a strong and reliable partner. We have been relying on Ricoh multifunction devices for many years and have always been very happy with the performance and the maintenance services. We now use our Ricoh scanning capabilities to digitise our supplier invoices and delivery receipts immediately after they arrive, plus other project-related documents quickly and easily.”

Harald Kogler, CEO Delfin Wellness



Paper-based processes not only created a headache for the CEO; invoice management was also time-consuming and error-prone, hampering team productivity. “Registering, reviewing and approving invoices at scale becomes very complex, requiring the collaboration of multiple people from different departments,” confirms Harald Kogler. “Moving paper around manually could lead to problems: delays, missed early payment discounts and even the risk of misplacing and losing an invoice. It’s not acceptable when you get a payment reminder from a supplier, just because you can’t find the invoice when you need it. We really had to streamline our invoice management to get a grip on these challenges once and for all.”

The paper archive also took up significant amounts of storage space at office and warehouse sites. And with newer staff often managing the paper archive, not all invoices were filed in the right place. “Apprentices are here to learn, so making mistakes is normal,” adds Harald Kogler. “But occasionally finding an invoice or other project documents in our paper archive was difficult as they were misfiled or buried deep within our warehouse after a few years.”

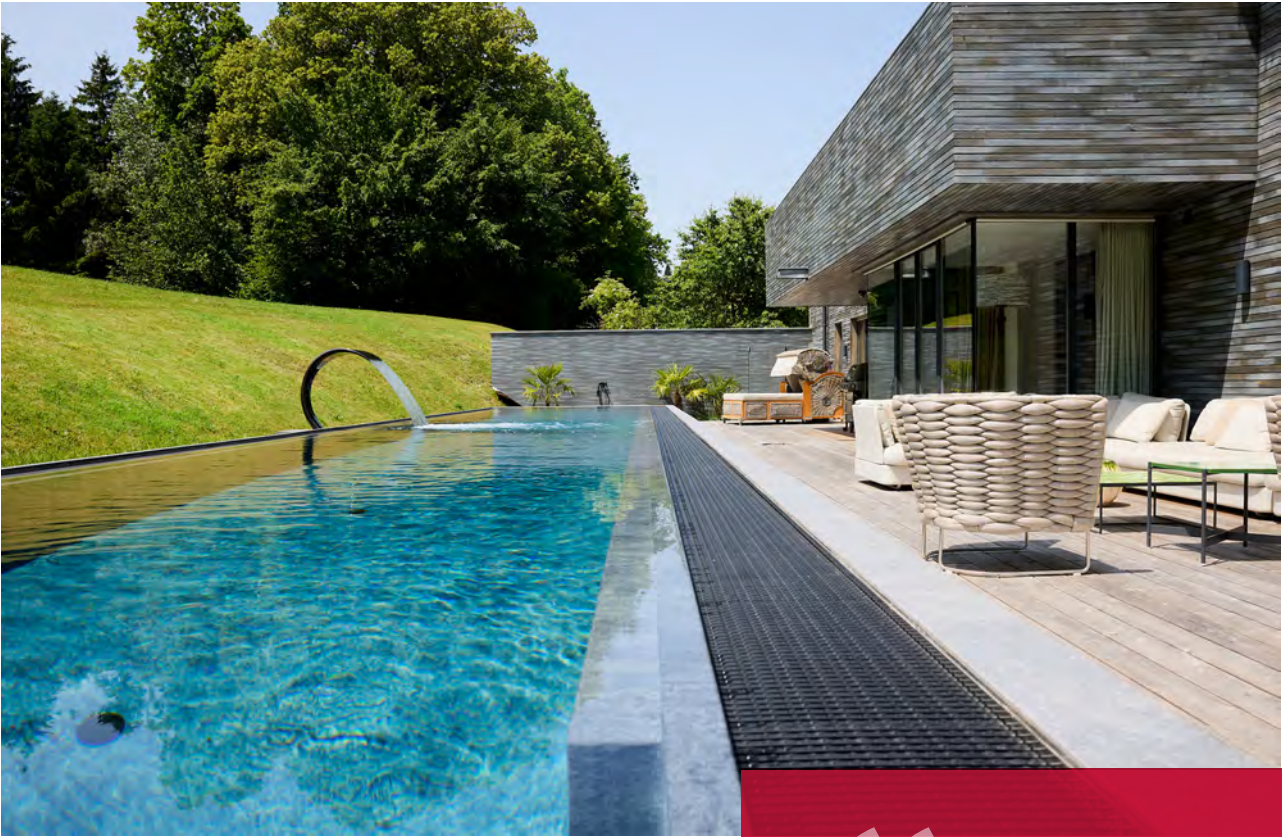
To help maintain its growth, Delfin Wellness wanted to gain a better overview over project documents, increase flexibility, and speed up its supplier invoice processes.

Employees often rotate between different desks and workplaces, using a terminal server solution to log in from anywhere in the office or remote locations. Developing a centralised, digital archive with anytime, anyplace access therefore seemed the smartest approach – but how could the company execute the plan?

SOLUTION

Delfin Wellness evaluated four systems to modernise and streamline its invoice management, before selecting DocuWare from Ricoh. The key to the decision was the potential to work with Ricoh to customise the workflows within DocuWare and quickly extend the user interface with additional features to increase user acceptance.

“Ricoh has always been a strong and reliable partner. We have been relying on Ricoh multifunction devices for many years and have always been very happy with the performance and the maintenance services,” says Harald Kogler. “We now use our Ricoh scanning capabilities to digitise our supplier invoices and delivery receipts immediately after they arrive, plus other project-related documents quickly and easily. In the next step, everything gets processed and archived in DocuWare, where users can efficiently search for specific documents. The whole workflow is fully integrated and working with our documents has become very easy for everyone.”



Harald Kogler continues: “Implementing DocuWare with the Ricoh team was a great experience. The Ricoh team delivered what they promised: they understood exactly what our employees needed and provided a streamlined document management solution that our team very much like to work with. It gives us intuitive digital document management processes with a human touch.”

In one customisation, the Ricoh team developed a perfect tool that allows users at Delfin Wellness to stamp and annotate invoices, almost exactly the way they did when using paper-based methods. This step helped to boost user acceptance of the DocuWare solution, and ensured a smooth changeover.

After the successful digitalisation and automation of its invoice workflows, Delfin Wellness is now preparing for the next stage of its digital transformation with Ricoh. The company will leverage DocuWare to store and manage HR documents, including driving licenses and professional certificates.



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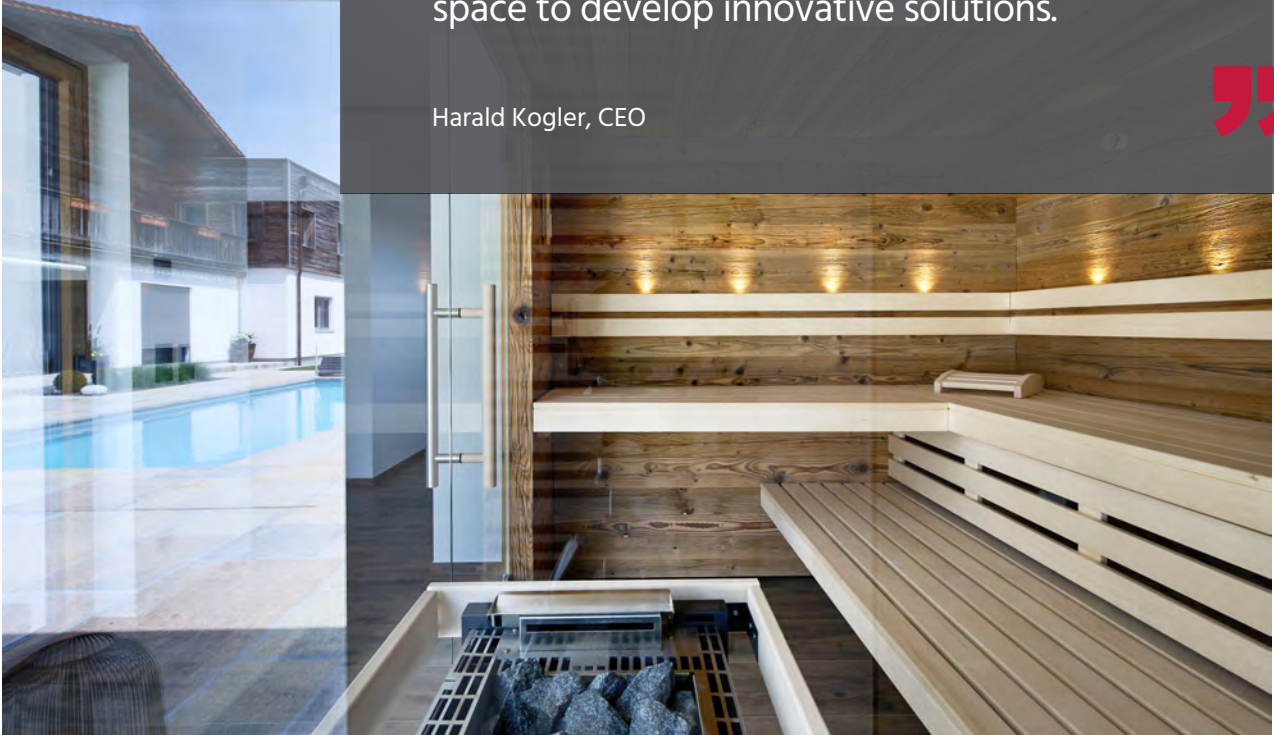
Harald Kogler,
CEO Delfin Wellness





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Harald Kogler, CEO



BENEFITS

Today, employees at Delfin Wellness are much more productive. With more robust digital document capture and management processes, and a better overview of the location of items, there is minimal risk of invoices being lost – ensuring suppliers are paid on time, every time. Thanks to an integration between DocuWare and the company's ERP solution, employees can access all documents relevant to an order quickly and easily with the touch of a button.

"Thanks to DocuWare, we can easily handle surging business volumes without any issues," confirms Harald Kogler. "We can process many more invoices with the same headcount – and less stress! Even during peak times, employees don't need to work overtime and long hours. So everyone at Delfin Wellness is very happy with the new solution. We have automated repetitive processes, and that means our employees can focus on more exciting and demanding tasks that add value for us and our customers."

Now, Delfin Wellness no longer relies on a paper archive for documents. As a result, the company has saved money and freed up storage space to support revenue-driving activities. For example, the company uses newly available warehouse space to hold stock ready for dispatch to customers.

The move to a digital document archive has also had major operational benefits, as Harald Kogler adds: "In the past, it was difficult to identify affected customers when a manufacturer recalled products. To go back several years, we had to locate the right storage box in our warehouse, get it out with a forklift, then sort through files and folders. That process was highly inefficient and costly. With DocuWare, all of this is much easier. We have all important documents for a project available, including construction plans, invoices, receipts and even emails – so we can react faster and deliver stronger services to our customers."

Quicker, easier access to project documents has had a positive impact on other areas of customer service, too.

“Sometimes customers call us about minor issues,” says Harald Kogler. “Because we’ve added photos and documentation of the plant room and customer site to DocuWare, our technicians can see exactly how the pool and the equipment are set up. They can tell the customer how to solve the problem. That’s much faster and the customer gets to enjoy their pool without having to wait for our maintenance technician to visit – and without the associated costs of a call-out.”

At Delfin Wellness, DocuWare also facilitates compliance with data privacy laws such as the EU General Data Protection Regulation (GDPR). The company has set automated retention policies to make sure personal data is removed from documents once it is no longer necessary for the business.

Harald Kogler concludes: “We’re processing about 6,000 invoices and over 10,000 documents per year in DocuWare. I personally approve approximately 150 invoices per week. It makes a huge difference that I no longer need to be in the office. Instead, I can do that from anywhere whenever I’m free, directly with a mobile app on my smartphone or with my laptop. Overall, we’re much more productive with DocuWare and I know that the return on investment will be less than three years. Our digital transformation also gives us the time and space to develop innovative solutions such as our new ‘Secret Pool’ that can turn a terrace into a pool within minutes.”

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance.

Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD).

It is Ricoh’s mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

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