



THE SCHWAN FOOD COMPANY

SAP®-Certified Integration Increases AP Productivity

When a \$3.5 billion enterprise depends on a single ERP system to run its international business, any new technology must fit seamlessly into that environment. That's why The Schwan Food Company (Marshall, MN) sought an ECM (enterprise content management) solution with a SAP-certified integration when replacing an existing imaging solution that simply couldn't scale to meet its needs. Schwan's selected OnBase®, an integrated suite of ECM software solutions from Hyland Software, Inc. that includes core capabilities in document imaging and workflow, COLD/ERM and records management.

One of the largest branded frozen food companies in the United States and the second-largest privately-held corporation in Minnesota, Schwan operates in 50 countries and has 22,000 employees worldwide. More than 4 million households in the continental U.S. receive deliveries from route trucks stocking more than 400 products, but Schwan also manufactures and distributes frozen food through consumer packaged goods and foodservice divisions. In fact, Schwan is one of the country's largest producers of frozen pizza and egg rolls.

Though Schwan had been using ECM technology such as document imaging in Accounts Payable (AP) for some time, the software used simply couldn't handle the rapidly growing volume of documents. In 2004, for instance, the company's revenue increased by one-third. Given the significant number of employees in the AP Department alone, thousands of users could be attempting to access the invoice images. Schwan also wanted to expand the use of ECM technology beyond AP to other business areas.

eDocument Resources, an authorized OnBase solution provider, worked with Schwan to design and implement an OnBase archive solution that would meet the needs of the AP Department as well as other business areas. SAP has certified Hyland Software's OnBase to integrate with the SAP API interface SAP ArchiveLink. This solution provides users of SAP solutions with the ability to store "unstructured" data as OnBase documents and to link these documents -- which can be from virtually any source -- to business objects within the SAP system. This integration supports early and late storage, makes documents available

through the SAP graphical user interface (GUI) and automatically populates indexing values and synchronizes them with SAP data.

Supports Early and Late Archiving, Better Document Access

Schwan processes about 75,000 invoices a month for U.S. operations and an additional 3,000 for Europe. When paper invoices are received at the company's headquarters in Marshall, they are generally imported into the system using late archiving. AP clerks enter the data from the invoice to create a business object and attach a bar-coded sticker to the invoice. Using a wand to read the bar code, it is associated with the business object. After creating a batch of SAP business objects, clerks scan the bar-coded invoices using a Böwe Bell & Howell 8080D document scanner, and they are automatically linked to the object via the BAPI® (BAPI_BARCODE_SENDFLIST) Component of SAP ArchiveLink.

The invoices are sent to the "Awaiting Transfer to Host" queue. After the content is linked with the appropriate SAP business object, the SAP content archived in OnBase is indexed using the OnBase Business Indexing Connector (BIC), which indexes OnBase content using IDocs containing XML-tagged keywords. From that point on, BIC will synchronize the OnBase keywords with data in the SAP system that is received in IDocs to ensure that values for that document remain consistent between the SAP system and OnBase. Documents can be retrieved directly from the screen in the SAP system by clicking on a paper clip icon.

Other documents, such as those generated at a German location and additional sites, can be linked to the SAP system using the early archive method in which documents are scanned or faxed into OnBase before being referenced. Users at these remote locations use the OnBase Disconnected Scanning module to scan documents into a directory with minimal pre-indexing. Disconnected Scanning sweeps the directory regularly to import documents into OnBase and an "Awaiting Transfer to Host" queue.

AT A GLANCE

The Schwan Food Company is fostering information sharing and increasing productivity in Accounts Payable and other departments by using enterprise content management (ECM) software with an SAP-certified integration that supports early and late archiving, automatically populates indexing values and synchronizes them with.

BENEFITS

- Documents linked to SAP objects can be retrieved through the SAP interface
- Keeps SAP and document indexing values synchronized
- Supports both early and late archiving

APPLICATIONS

- Accounts Payable

ONBASE SOFTWARE

- OnBase Connector 2.0 for use with SAP ArchiveLink
 - Bar Code Import
 - OLE Viewer
- Production Document Imaging
- Disconnected Scanning
- COLD/ERM
- CD Authoring
- Document Retention
- EDM Services
- Document Import Processor
- Electronic Forms
- OCR
- E-Mail Integration for Microsoft Outlook®
- PCL Data Filter
- Virtual Print Driver
- Workflow

COMPLEMENTARY PRODUCT INTEGRATIONS

- SAP API interface SAP ArchiveLink (BC-AL 4.5)
- SAP HTTP Content Server 4.5 interface
- Böwe Bell & Howell document scanner

(continued)

The OnBase Desktop allows an authenticated user to perform a "Mass Archival" of the documents by creating SAP workflow items in the Business Workplace of a user. When an SAP workflow item is executed, the image and related business object appear, making it possible for the user to create SAP business objects using data from the image presented. After the business object has been created, OnBase BIC can be used to fully and automatically index the documents stored in OnBase.

Other projects being developed at Schwan include

- Making employee expense documents faxed into OnBase available through both the thick and thin-client versions of expense reporting software from Concur Technologies, Inc.
- Linking as many as 200 HR document types in OnBase to the SAP system and indexing them using Workflow, SAP IDocs and BIC
- Using security keywords and workflow to provide auditors with user-specific access rights that automatically expire and are rescinded after a given period of time or can be managed on an ad hoc basis
- Importing orders and supporting documents from various sources including faxes, e-mail, mail, Document Import Processor (DIP) and COLD documents into OnBase and linking them to SAP orders
- Scanning Tax Exempt Certificates.

OnBase[®]

a Hyland Software solution

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