

# HAPAG LLOYD: Simplified scanning processes for use worldwide.

Redesigning the international capture solution –  
reduced administrative and maintenance work

## AT A GLANCE

- **THE INDUSTRY**

Transportation and logistics

- **THE SITUATION**

Around 70 sites worldwide scan incoming invoices and send them to the central InputAccel server. The existing solution was difficult to maintain and required a large amount of additional administrative work. Changes to the legal requirements in some countries also meant that the existing scanning solution had to be redesigned.

- **THE TASK**

Migration to Windows Server 2008 R2 and the associated upgrade to InputAccel 6, while also reducing administrative work.

- **THE SOLUTION**

By introducing EMC Captiva's eInput, [inovoo](#) and the Hapag-Lloyd team managed to increase functionality with a modern web scanning and indexing solution.

- **THE RESULT**

As a result of this upgrade, the global capture solution is centrally managed, and administrative and maintenance tasks have been significantly reduced. Future changes need only be made to the central system.

There was no need for expensive, prolonged rollouts. Integrating scanned invoices from around the world with Hapag-Lloyd's invoice checking process was therefore made significantly easier.

Hapag-Lloyd has been using tried-and-tested InputAccel technology since 2002. The application, in use at over 70 locations worldwide, required the use of separate input management systems which did not permit any kind of integrated solutions apart from centralised data storage. Due to the significant administrative work this caused, and the legal requirements set by some countries, it became necessary to break new ground.

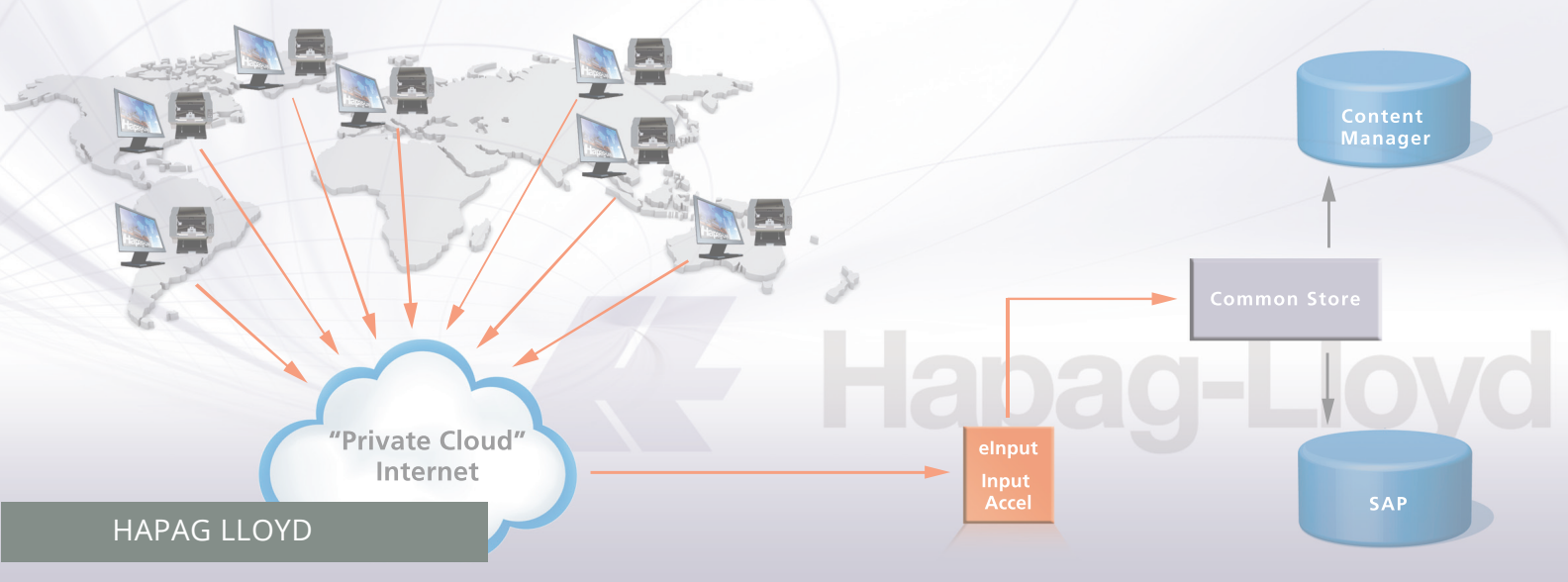
## THE GOALS

The primary challenge of the project was to use a new internet-based scanning application for all Hapag-Lloyd sites worldwide. Clear goals were set for making this solution a reality: expanded functionality, centralised management, more efficient working, a slimmed-down infrastructure and operating costs cut in half.

## THE RESULTS

Working together with Hapag-Lloyd's specialists, [inovoo](#) developed a solution which does away completely with locally-installed servers. The integrated network solution from EMC Captiva gives countries the flexibility they need when scanning and indexing documents, in compliance with standardised processes, for processing in the central SAP system.

By switching to eInput processes, it became possible to create a modern, web-based document capture solution.



## SIMPLIFIED SCANNING PROCESSES FOR USE WORLDWIDE.

### THE COSTUMER

#### Hapag Lloyd

Hapag-Lloyd is a worldwide leader in liner shipping with more than 135 modern ships, transporting almost five million containers (TEU) every year. The company has 6,900 employees across 300 sites in 114 countries, all of them linked together with a single industry-leading IT system. Hapag-Lloyd is owned by the Albert Ballin Consortium and TUI AG.

inovoo is a highly specialized partner in the fields of multi-channel management, customer communications and process automation in the B2C environment. We provide products and solutions for SMEs and large enterprises, covering the entire spectrum of input management, output management, and everything in between – and all from one source.

- 100% integrated solutions → No more isolated applications!
- Integrate all communications channels → Traditional mails and faxes, email and web, and even mobile devices!
- Holistic processing → One system covering input, process and output management!

### THE RESULTS

This innovative capture method benefits decentralised companies in particular. eInput allows Hapag-Lloyd documents to be processed anywhere in the world. The new web-based scanning application eliminates time-consuming server installations and local administrative work, and the flexible licensing model allows further cost savings and significant optimisation through adjustments to the software.

The same basic processes are used across all sites, with the option to run individual offices separately using different settings and processes.

By upgrading to InputAccel 6 and introducing eInput, a solution was created that optimised Hapag-Lloyd's business processes and put the advantages of EMC's innovative "Intelligent Cloud Capture" into practice.

The advantages at a glance:

- All decentralised InputAccel installations are eliminated
- Less administrative work required
- Maintenance and operating costs reduced by around 50%
- Centralised management system allows customised capturing processes.

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