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Dresden-IT GmbH

IT service provider uses DoXite for municipal service companies

Putting  All Together.™

A complete service for water companies

Dresden-IT GmbH (DD-IT) is a municipal IT service provider based in Dresden (Germany) that supports companies in the implementation and support of complex IT solutions. It is a subsidiary of Technische Werke Dresden GmbH (TWD) and Dresdner Verkehrsbetriebe AG and has successfully established itself since its foundation in 2001. Dresden-IT has more than 90 employees who support the IT needs of more than 100 customers.

Dresden-IT has been using the LaserSoft* solution from DETEC for customers in the drinking and waste water sector for 15 years. The software helps to automate processes such as invoicing, collections procedures, fee notices and written communication with consumers. Customers in this area include Stadtreinigung Dresden GmbH, Stadtentwässerung Dresden GmbH, Wärmeversorgung GmbH Radeberg and DRECOUNT GmbH, as well as other utilities and waste disposal companies.

Business growth calls for software migration

As DD-IT grew, it became increasingly important to implement new customer requirements even faster while ensuring at the same time minimal susceptibility to errors. DD-IT therefore decided to switch successively from LaserSoft to its successor DoXite. The project is not yet completed; however, around a third of the LaserSoft projects have already been completely migrated to DoXite.

For the remaining printing projects, DoXite already controls the printing processes, while their projects remain in LaserSoft. For each printing project, DD-IT defines every individual customer form in the document composition process. Invoice runs, collections procedures and notification letters for a customer exist as printing projects, for example. For each project, a customized form for layout and content is created in LaserSoft or DoXite. Today, DD-IT implements major technical changes and new printing projects directly in DoXite and thus follows a step-by-

step migration of the currently approximately 80 individual printing projects.

Simpler and more flexible with DoXite

“We identified a clear added value with DoXite for DD-IT and therefore decided to migrate,” explains André Geier, team leader kVASy/EASY AAM (Added Application Management) at DD-IT. “DoXite is much easier to maintain than LaserSoft due to its object-oriented development environment. The tree structure and drag and drop functionality when designing forms help us to create layouts for our customers faster and adapt them more optimally to their individual needs. For the implementation of complex requirements, scripts are created in Python. The version management in DoXite is also a real plus compared to LaserSoft.”

Process management for half a million documents

TWD Group processes, prints and ships an average of 500,000 documents per year for customers in the drinking and waste water sector.

Raw data in XML or RDI format from various ERP systems, such as kVASy, SAP® IS-U and EMOS are being processed. Some of these systems are also directly hosted and supported by DD-IT.

DoXite processes only XML data within the print projects, so as a first step raw data in RDI format is converted to XML data. The print data is then prepared in DoXite and generated as a PCL data stream for printing or as a PDF/A for digital archiving.

The PCL data streams are transferred to a print portal, to which the external print service provider has access and from which the print jobs are processed, enveloped, stamped, prepared for mail delivery and finally transferred to the mail carriers.

The digital documents are created in PDF/A format in accordance with the ISO 19005 standard for revision-proof long-term archiving.

* also known as LibertySoft in non-German-speaking territories and named hereafter LaserSoft

Dresden-IT relies on the EASY archive system for archiving the generated documents for its customers.

Electronic invoices are the future

In 2017, DRECOUNT GmbH decided to use the possibilities of DoXite to generate electronic invoices in ZUGFeRD format (a standardized electronic invoicing format) for consumers and small business customers and to deliver them to the invoice recipients in different ways.

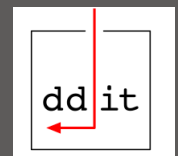
For large business customers, the current definition of the ZUGFeRD standard is not sufficient due to the complexity of utility invoices. A further pilot project was therefore implemented at the same time. In this project, invoice data (as structured XML data) together with the digital PDF/A documents created by DoXite are transferred to the invoice recipient via a data portal based on Microsoft's BizTalk technology and posted directly in the customer's ERP system.

"With so many customers, enhancements are of course necessary on an ongoing basis as a result of legal or internal changes. DoXite's flexibility and ease of use enable us to implement all these enhancements ourselves using internal resources. This makes us independent of external support," concludes André Geier.



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André Geier, team leader kVASy/EASY AAM (Added Application Management), Dresden-IT



Dresden-IT GmbH

Dresden-IT is the IT specialist for municipal partners such as supply and disposal companies, transport and recycling companies as well as municipal administration. With approximately 100 qualified employees, Dresden-IT offers its customers first-class IT solutions for the optimization of their business processes, such as SAP® ERP, kVASy, EASY-Archiv and DoXite as well as its own software solutions BiSnet, mobileAMPLITUDE and urbic.

Dresden-IT is SAP® Customer Center of Expertise, kVASy Competence Center (SIV.AG), silver partner of ASY-SOFTWARE AG and has been certified according to DIN EN ISO 9001 and ISO IEC 27001.

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