



CASE STUDY

Electronics

Rohde & Schwarz

CHALLENGE

- Automate document processing on MFPs
- Streamline incoming goods, procurement and service processes
- Independent software tool to work with different hardware and document formats

STRATEGY

- Accurate OCR and barcode recognition
- Nuance eCopy ShareScan Elements
- Nuance eCopy ShareScan Suite

RESULTS

- Documents digitally assigned to the correct folder
- Files automatically archived in SAP saving staff time
- Improved document recognition process
- Manual verifications reduced
- Reduced document assigning error rates.

ABOUT ROHDE & SCHWARZ

Rohde & Schwarz, a Munich-based electronics company founded in 1933, specialises in measurement and wireless technology, secure communications, radio monitoring and radiolocation. The company is the world leader in electromagnetic compatibility (EMC) and mobile radio technologies as well as broadcast and measurement for digital terrestrial television. In all its other business areas, Rohde & Schwarz is one of the world's leading providers and exports about 90 per cent of its products.

Rohde & Schwarz has been using Nuance eCopy solutions since autumn 2011 to streamline its incoming goods, procurement and service processes. Nuance eCopy enables the company to process documents automatically using multifunction printers. Rohde & Schwarz currently has nine licences in different locations around the world for OCR and barcode recognition.

RESOLVING THE DOCUMENT PROCESSING CHALLENGES

Prior to implementing the Nuance solution, the company – which has about 8,700 staff and a dense sales and distribution network in over 70 countries – was faced with a number of document processing challenges. To resolve them, it developed a project description together with its service provider. Rohde & Schwarz wanted a vendor-independent software tool that would work with hardware from a range of manufacturers and with different document formats, including PDF and TIFF. The company soon decided on Nuance, recognised as a leading provider of OCR and barcode recognition. Nuance developed a customised folder monitoring application for the company to complement its eCopy ShareScan Elements and eCopy ShareScan Suite products. This “hot folder” application enables Rohde & Schwarz to continuously monitor incoming documents, check them and place them in the correct folder.

Rohde & Schwarz Case Study

The process at Rohde & Schwarz involves capturing digitised documents via scanners or MFPs, directly within an online workflow, and analysing them with Nuance eCopy ShareScan. In the incoming goods area, the documents include delivery notes and invoices as well as all customer service communications. The information in the incoming documents concerns devices that need maintenance or have been sent in for repairs. The solution's barcode recognition enables the documents to be assigned to the relevant customer's name. The front page containing a barcode, along with the pages that follow it, is extracted and converted into a separate PDF document that is filed in a predefined folder named after the relevant barcode. Finally, the PDF is archived in SAP and linked with the associated purchase or service orders using the file name, which corresponds with the barcode. All these processes are visible to staff at any time and are always up to date. The Nuance eCopy solution also enables Rohde & Schwarz to define the correct barcodes for the document recognition process. If a document has been damaged or does not correspond with the right barcode, it is scanned and placed in a separate folder defined specially for this type of document. As a result, these are the only documents requiring manual verification by a member of staff.

A FLEXIBLE SYSTEM REDUCING ERROR RATES

With the implementation of eCopy ShareScan, Rohde & Schwarz benefits from a flexible and powerful system that creates, captures and processes documents while handling barcode recognition and OCR far more accurately than the company's previous solution. In addition, the documents are now archived in SAP automatically, eliminating the need for staff to do this manually.

"Capturing and distributing documents with eCopy ShareScan from Nuance has enabled us to significantly reduce the error rate in assigning documents to folders,"

says Thomas Ragaller from the Financial Management and Information Technology Division at Rohde & Schwarz GmbH & Co. KG. *"There are hardly any exceptions now due to the fast and accurate OCR and barcode recognition. The integration of paper documents into our workflow has succeeded with no trouble at all since our implementation of the Nuance solution in 2011. It saves our staff a significant amount of time, because they can work on the incoming documents within SAP almost immediately. The Nuance solution's flexible capabilities provide our company with real added value."*



Staff working with eCopy ShareScan at Rohde & Schwarz are among more than three million knowledge workers around the world using the Nuance imaging solution, which delivers a measurable increase in productivity while reducing costs. For both businesses and home users, its automated workflow processes deliver more efficiency and productivity, make it easier to share information, and optimise document-processing security.

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