

Order processing at Giebeler-Feuerschutz is now significantly quicker and easier thanks to the seamless integration between DocuWare and the ERP system. AI-based DocuWare IDP reliably and accurately extracts data from incoming invoices with a large number of line items. This not only modernized the company's processes but also made them a more attractive employer for tech-savvy professionals.

**Giebeler-Feuerschutz**

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Christopher Diekert, Purchaser, and Eileen Spies, Head of Accounting at Giebeler-Feuerschutz in Neunkirchen, Germany, have digitalized key business processes in the company:



“Thanks to DocuWare, we’ve been able to avoid adding another full-time employee to the accounting department – which we would otherwise need to keep up with the volume of invoices. The key advantage in terms of order processing is that all information is available immediately. We used to spend a great deal of time searching for information, which slowed down the process. On top of that, we now print about 270,000 fewer documents each year.”



- Location:** Germany
- Industry:** Sales / Service
- Deployment:** Cloud, DocuWare IDP
- Department:** Accounting, order processing, receiving, purchasing, sales, management
- Integration:** ERP system: STEPS Business Solution, DATEV accounting software

The company specializes in fire extinguisher and safety technology, and its core business is tendered contracts for municipal fire departments. The switch to paper-free processing markedly improved their productivity.

From the initial quotation through contract completion, Giebeler-Feuerschutz produces numerous documents, each passing through multiple departments on its way through the labyrinthine order fulfillment process. When a customer places an order it's typical for some products to be in stock while others need to be ordered. Changes are also frequently made throughout the fulfillment process. As a result, additions and adjustments to orders are the rule rather than the exception.

For a time, the process structure that had evolved – with handwritten notes on the order documents – worked well. However, as the number of orders grew, these paper-based processes began to slow down order fulfillment. The goal of the digitization, therefore, was to simplify, clarify and accelerate order processing. Because it was unlikely the company could replicate the existing process using only their ERP system, STEPS, they decided to introduce a document management system (DMS).

“Paper-based order processing went well for a number of years but, as the order volume increased, we had massive problems that made our processes slow and complicated. It was long past time to switch to a DMS.”

Seamless integration with the ERP system

When selecting the DMS, the company prioritized two key features: an intuitive user interface and – most importantly – seamless integration with the ERP system. The complex order processing process required a continuous exchange of data between the two systems. This was especially important because it is necessary to repeatedly compare customers' current requirements to their budget and make minor adjustments.

Previously, the adjustments were noted directly on the paper documents and then transferred into the ERP system. Orders were also frequently updated with handwritten notes as they moved through the order process, then updated in the ERP. The company wanted a DMS that could replicate the entire process digitally, integrating seamlessly with the ERP system. Another key decision-making criterion was that both the ERP and the DMS should come from the same implementation partner. This would prevent any uncertainty about responsibility.

Since November 2023, order processing has been entirely digital. Orders are received in a designated email inbox, then imported into the ERP system's interface, where the line items are entered. Using a tool from the implementation partner, the orders are automatically imported into

“With DocuWare IDP, the indexing runs in the background. We don't have to do anything on that front anymore. From the invoice number to the date, invoice amount, total before and after taxes, and even the individual line items – all the key data is extracted reliably. It saves us an incredible amount of time – and also makes work more enjoyable.”

DocuWare with complete indexing. In the digital file cabinet, all documents - from quotes to orders to delivery documents - are bundled together and can be pulled up at any time using the search feature. As a result, employees now avoid the laborious manual searches for information that once slowed down the entire process.

Up to 1,000 supplier invoices per month

The roughly 800 to 1,000 supplier invoices that arrive each month pose a particular challenge. They frequently contain a large number of line items and often have unique aspects that make automatic processing difficult. For example, one supplier might add a surcharge for oversized products as a separate line item, rather than including it as part of the original line item. With invoices that include 20 or 30 line items, manual post-processing was sometimes necessary despite intelligent indexing.

To solve this issue, DocuWare IDP was introduced at the beginning of 2025. This now allows even complex invoices to be extracted reliably. If a

supplier's invoice causes problems, the AI can be trained specifically to handle it. Today, the monitoring process is streamlined. For each invoice, the corresponding document from the receiving department is displayed; if there are any questions, these can be clarified via a workflow that includes an approval stamp. After approval, the invoice is sent via an interface directly to the DATEV accounting software for payment.

DocuWare is also used to archive signed delivery documents. When needed, the company can now quickly and easily provide proof of delivery - a task that used to take considerably more time and effort.

"Finding the orders used to be a huge issue. We spent a lot of time and effort figuring out whose desk the order was on, or which stage of the process it was in. Now we can look up the information anytime, anywhere."



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