



# Sharing documents with external persons in the Cloud – With structure, security and traceability

Case study: Deutsche Wohnen SE

## Industry insights

Large organisations often have many subsidiaries, they are spread across several locations and have a large number of external partners. In this environment, the sharing and joint editing of documents is still a major challenge. Usually, collaboration with external persons takes place via email and is therefore neither structured nor traceable. The desired level of security is not ensured when third-party download services are used. Integrating external persons into the company-internal IT infrastructure is either not possible at all or requires considerable investments.

Many document management solutions available on the market cannot keep up with the constantly rising demands on data protection or are too complicated to use.

European Cloud services have a solution to this problem: They offer data security on the highest levels, are easy to scale, show high usability and are continuously enhanced.



“The Collaboration solution of the Fabasoft Cloud replaces the sending of attachments by email, which was unstructured and not traceable.”

Olga Hamel,  
Specialist IT-Governance & IT-PMO,  
Deutsche Wohnen SE

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## The baseline

Deutsche Wohnen SE has more than 1,100 employees at different locations throughout Germany as well as several subsidiaries. Together they manage more than 160,000 property units. Communication between these locations and with external persons mainly took place via email.

## The objective

The rising demands on data security and the complex handling of the existing document management solution were the main reasons why Deutsche Wohnen SE was looking for a new, cross-border document management system (DMS). Olga Hamel, Specialist IT Governance & IT-PMO, explains: "Our data is entirely stored in Europe and protected by the highest standards with regard to security. This was a fundamental requirement in our search for a new solution."

## The challenges

Even though the market displays a wide variety of document management systems, few of them are based on a native European Public Cloud solution. However, only then do services offer the highest levels of security, straight-forward scalability, continuous development and functions which make collaboration with external persons easy. Many of the available services had yet another shortcoming: Owing to the complex organisational structure of Deutsche Wohnen SE, access rights on documents must be defined on a highly granular level. Usually, all users having access to a particular folder automatically have access to all sub objects that are stored in that folder. However, this approach can only be used if all data and documents are structured on the basis of a strict hierarchy. In practice, this model is very difficult to implement, in particular if collaboration takes place with external persons.

## The approach

"The concept of Teamrooms, the high level of data security and the storage of data in Europe were the main reasons why we decided to use the Fabasoft Cloud as our new Collaboration solution", explains Olga Hamel. The Fabasoft Cloud is operated at high-security European data centres. Fabasoft's proprietary

Cloud service has been certified according to the highest European standards with regard to security and compliance – first and foremost the C5 attestation issued by the German Federal Office for Information (BSI).

Documents are stored in the "Teamrooms" of the Fabasoft Cloud. Access to these secure project areas can be defined centrally, easily and transparently on the basis of organisational units, individual employees or external persons. All users who are authorised for a particular Teamroom have access to the same data and status. Instead of sending attachments by email, a link to the respective object in the Fabasoft Cloud is sent.

Teamrooms can even be created within an already existing Teamroom. Contrary to a folder structure, access rights are not inherited in this case. Project information can therefore be defined with precision, quickly and transparently for internal employees as well as external persons. The so-called "Time travel" automatically logs all modifications on a document in the background – making for yet another important advantage of the Fabasoft Cloud.

## About the company

Deutsche Wohnen focuses on managing and developing residential properties in economically significant regions of Germany, for example the greater Berlin region, the Rhine-Main area, Rhineland, Dresden, Hannover/Braunschweig as well as further rising metropolitan areas in Germany. Its operational business activities are organised into the areas of residential management, strategic and operational sales as well as care and assisted living. The company is one of the leading publicly listed property companies in Germany with a current portfolio of more than 163,200 units. It is listed in the Deutsche Börse's MDAX and is also included in the leading indices EPRA/NAREIT, STOXX Europe 600 and GPR 250.

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