Speed and agility in process management with the Fabasoft Cloud

Case study: next id

The baseline

Service providers have been facing tough competition on a global level for many years. Know-how and individual consulting are two of many possibilities that can contribute to a positive advantage over competitors. However, additional services that have not been calculated in advance as well as high efforts required for project management often reduce the contribution margins. On the other hand, a high level of standardisation and automation in services is a clear competitive advantage. The productivity gained in that way can then be used for projects that cannot be processed on the basis of standards. Customers will greatly appreciate the speed of service performance.

In both of these situations, Public Cloud services are an important lever to extend your company digitally, to make your customers part of your own organisation and to digitise, automate and accelerate processes. The transparency and internal resources thus obtained are the cornerstones on which to optimise customer experience.

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Dirk Feldhoff,
Process & Project Manager,
next id

Fabasoft®

The objective

next id was looking for a state-of-the-art tool to digitise its internal processes and develop new products and services. This endeavour turned out to be difficult, since most solutions on the market are specialised either on process management or on application development. The company wanted to accelerate its standard processes and save time in the development of new customer services. In addition, employees of next id would need to work with the solution from different locations.

The approach

The search for the right solution brought next id to the Fabasoft Cloud. The standard version of the native European Cloud solution offers a comprehensive set of functions for document management, collaboration and process modeling which can be achieved with the help of a graphical process editor that can be used in a browser and without the need of any programming skills. The company's organisational structure can be imported to lay the foundation for setup. Instead of establishing processes on the basis of individual persons, roles of the organisation can be used, for example "This document will be released by my manager". The modern design as well as the high level of usability were further arguments in favour of the Fabasoft Cloud.

Benefits of the Fabasoft Cloud

At next id, the Fabasoft Cloud is now used for parts of order processing in pre-sales and for production management. "The combination of a tool for modeling processes according to the BPMN 2.0 standard and the possibility to integrate all employees into our processes – across our locations and on an equal basis – is what has convinced us", says Dirk Feldhoff, Process & Project Manager at next id. The increased speed in managing processes is an important added value gained through the implementation of the Fabasoft Cloud. Resources freed up this way are now used for customer services and the development of individual solutions. "Our requests for adaptations of the Fabasoft Cloud to the requirements of our solution are promptly implemented by the Support team", Feldhoff points to an additional advantage.

Highest levels of European security standards

The high standards of security were an important aspect of next id's decision in favour of the Fabasoft Cloud. Operation of the Fabasoft Cloud is carried out at highly secure data centres in Germany, Austria and Switzerland. next it entered into a contract with Fabasoft Deutschland GmbH under national law. European data protection is guaranteed without any compromise. The C5 attestation awarded by BSI, five out of five stars at the EuroCloud Star Audit as well as many further certifications according to ISO, TÜV Rheinland, ISAE 3402-2 or IDW PS 880 are proof to the "excellent quality" of the Fabasoft Cloud with regard to data security, data protection, transparency, traceability and compliance.

Continuing on this path

The next step will see the implementation of processes regarding offer and contract management into the Fabasoft Cloud. In this area, the European Cloud is providing an immediately available app, the "Contract Manager".

About the company

next id is designing and developing customised communications solutions for a professional dialog with customers. Optimal national as well as international accessibility are achieved with a market-oriented portfolio of service numbers in more than 80 countries. The telecommunications network – one of the most powerful ones in Germany – is also integrated with an interactive voice portal, multichannel ACD and an outbound manager. The company is offering customised concepts and solutions for customer retention, revenue optimisation and content marketing. next id is a flexible and dynamic partner who supports its customers in implementing their ideas, and reliably and securely handles all processes involved.

For more information please visit
www.next-id.de