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Transparent communication through professional correspondence management

Case study: Siemens Mobility GmbH

Industry insights

The ever-increasing demand for mobility necessitates more efficient transportation models. Many years of transport expertise and IT expertise have enabled Siemens to continuously develop new, intelligent mobility solutions that improve infrastructure availability, optimise route usage, and create a new quality standard in travel. Such large-scale projects span long periods of time and involve a multitude of different project partners. The information exchanged using various communication channels (mail, e-mail, telephone calls, meetings) is extremely multifaceted and escalates exponentially over the course of the project. Keeping a clear overview, ensuring that no pending deadlines are forgotten, and making sure that everyone involved has the same, up-to-date information is a daunting task that simply cannot be handled manually.

"The Approve correspondence management solution ensures seamless traceability in communication and helps teams keep track of their projects."

Martin Diemt
Head of Project Operation Functions
Siemens Mobility GmbH

The task

Siemens Mobility wanted to replace disparate and widely spread data sources with a single comprehensive correspondence management solution. The solution needed to include a role-based authorisation system to regulate access privileges. "We were looking for a user-friendly solution with simple functionality that would allow us to work with partners quickly and transparently," says Martin Diemt, Head of Project Operation Functions at Siemens Mobility. "Previously, we had used an Outlook solution with SharePoint as a repository along with various project drives. With this kind of solution, however, you quickly come up against the limits in terms of storage capacity. The amount of administration was excessive as well."

Transparent correspondence

The objective was to regulate and monitor all correspondence between the project partners. "We want to get our project staff to make sure that communication takes place in a monitored, controlled fashion in the cloud and with 'business letter' status. The challenge is to motivate our partners to use the new system. For this reason, we required that the solution be connected to e-mail boxes and that the e-mails be forwarded to the cloud," says Diemt.

To this end, content in the correspondence management solution generates documents, processes them, and assigns deadlines and "actions" that need to be completed. The business letters that are generated are assigned to the responsible person within the solution. This person receives information by e-mail, can then log in to the cloud using two-factor authentication, and perform his or her tasks. Correspondence does not migrate from the platform, every processing step is automatically logged, and the document status ensures a clear overview. This makes it easy to determine which points are open and which business letters need to be answered. Adherence to compliance guidelines is secured.

Advantages of the Approve on Fabasoft PROCECO correspondence management solution

"The Approve correspondence management provides flexible scalability, straightforward administration, and complete traceability," confirms Diemt. Users can be added to the solution easily and are immediately authorised for the appropriate tasks thanks to the role-based authorisation approach. Access rights are thus clearly regulated. A repository structure can be defined to suit the specific requirements. The central data storage means that obsolete versions and differing levels of information are a thing of the past. Since e-mail traffic from personal Outlook mailboxes is also stored in the correspondence management system, this information doesn't get lost if a project member is unavailable.

A common standard for all projects

The correspondence management solution has been used for the mobility-related projects at Frankfurt Airport since the end of 2018 as well as in a delivery project with VIA Rail Canada since 2019. Currently, some 100 internal employees and external partners are working with this solution.

"We wanted to set a common standard for all our projects. Nearly all of our projects are set up in a similar way. Thanks to the hassle-free option of creating our own forms in Approve's correspondence management system, we can adapt the solution to specific projects rapidly and very flexibly," explains Diemt. "We were impressed by the speed with which Fabasoft Approve implemented the correspondence management solution together with us and launched it in the company. The flexibility and cost model are well matched," says an enthusiastic Martin Diemt.

About Siemens Mobility GmbH

Siemens Mobility operates all over the globe, bundling all products, solutions, and services relating to mobility and the efficient and integrated transport of people and goods by rail and road.

Find out more at www.siemens.com