



# Bundeseisenbahnvermögen

## DOMEA® transaction processing for family allowances

The BEV (Bundeseisenbahnvermögen), with its 1000 or more employees, demonstrates its outstanding technical expertise as a personnel service provider by, among other things, the way it handles over 290,000 accounting transactions every month. All this is based on comprehensive personnel administration with professional application of civil service legislation. To safeguard this service in the long term and to take account of future economic and technical needs, the BEV initiated the BVF online project for salaries, pensions and family allowances. One element in this project was to roll out a document management and transaction processing system in the BEV's family allowance office. Other measures are being planned and will be in place before long.

### The project

The first phase of rolling out a document management system for all users in all BEV departments entailed implementing DOMEA® transaction processing for the family

allowance office. The system went live with design, installation, debugging and training taking just five months. The foundation stone for the project was laid in the Siemens eGovernment laboratory in Berlin.

### The challenge

- Implementing the filing plan and the processes for the family allowance office
- Implementing files and transactions with enhanced metadata
- Scanning and archiving 60,000 files containing six million sheets of paper
- Centralizing incoming mail and automatically routing the mail folders
- Automatically following up files in the absence of replies
- Supporting case processing using document templates with integrated metadata
- Integrating incoming and outgoing e-mail
- Automatically archiving once processing is complete (for filing)



"The introduction of DOMEA® transaction processing for family allowances has enabled us to optimize our processes and to deploy personnel cost-effectively regardless of location. The organizational and technical rollout was completed entirely on schedule and on budget."

Florian Doms,  
Department Head  
for Information and  
Communication  
Technology at the  
BEV

### Benefits for the BEV

- Availability of electronic files nationwide in all offices and at all workstations linked to the network
- Faster responses to service queries
- Optimization of floorspace (e.g. archives)
- No more paper to transport
- Flexible adaptation to changing processes
- Setting up a separate infrastructure base for expansion to other organizational departments and for integration of other IT systems

### The solution

Once the system went live, all paper files in the family allowance office were gradually being converted into digital files and all incoming mail was routed centrally via a mailroom and was likewise digitized. Alongside this, the data flows reflected in the current forms for family allowance offices were being replaced by a forms service. This means BEV services were gradually being made available online for customers.

- A document management system with transaction processing was rolled out, based on the DOMEA® system certified by the Federal Government Coordination and Advisory Agency for IT in the Federal Administration (KBSt). Besides adapting the technical data and file structures of the family allowance office, priority was also given to flexible and scalable expandability to other divisions of the BEV (salaries and pensions).
- Both incoming mail and the digitization of existing paper files were brought together in one office. The system can be used nationwide by all BEV offices 24 hours a day.
- The integration of Microsoft Office with Word, Excel and Outlook, central provision of document templates and forms, forwarding, delegating, registering and filing using modularly structured processes are basic functions on a par with auditable archiving of all files and transactions in a longterm archive.

### Our services

- Consulting on technical, organizational and methodological procedures for the rollout of DOMEA®
- User-specific adaptations of the system
- Installation, configuration and initial administration
- Assistance with debugging and training
- Production support, maintenance and updating

### Technical Basis

- Application and database servers: HP, 2 x Intel XEON, RAID5, Microsoft Windows 2003, ORACLE 9i, OpenText DOMEA® 4.0
- Archive servers: HP, 2 x Intel XEON, RAID5, Jukebox, Microsoft Windows 2003, ORACLE 9i, OpenText ECON Server (IXOS) 6.0
- Clients: Fujitsu Siemens Computers, Intel Celeron, Opentext DOMEA® 4.0-WinDesk, -ZonenOCR and -Office. The rollout took place in parallel with the switch to Microsoft Windows XP and Office 2003.
- Scanner pool with one server, five workstations and three Bell&Howell high-performance scanners (including PreScan-Imprinter) and Kofax Ascent Capture 6.0



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