Reno Saves Time with Secure, Digital Real Estate Files

Shoe retailer manages real estate files with OpenText™ Document Access *for SAP® Solutions*

The Hamm Reno Group is one of the largest shoe retailers in Europe and has been involved in the industry for more than 120 years. 6,000 employees across Europe sell more than 40 million products every year, including shoes, clothes, and accessories. With revenues of more than EUR 650 million, they operate around 550 stores throughout Europe. A total of around 80,000 document pages relate to these properties alone.

For chain stores, real estate management is a crucial economic consideration. Locations, facilities, and operations of the properties, which have been leased for several years, are vitally important for the profitability and long-term economic success of the company. Because the real estate department at Reno is directly linked to the Management Board, employees work with the real estate files on a daily basis, managing business-critical documents, such as bills, agreements with realtors, and damage claims. These documents must be managed in an auditable manner and be available to departments irrespective of their location. For this reason, Reno uses OpenText™ Document Access *for SAP® Solutions*.

Documents Found Within Seconds

After the merger of the Hamm and Reno corporate groups in 2005, the Hamm Reno Group kept the two headquarters located in Germany: one in Osnabrück and one in Thaleischweiler-Fröschen in Rhineland-Palatinate. In the past, if an employee needed to access a document held at the other location, they had to request the file and have it sent by e-mail, or even by post. This practice proved to be time consuming and caused inefficiencies on both ends.

According to Manfred Gries, Group Leader for Application Administration at the Hamm Reno Group, OpenText was a natural choice because of an existing relationship. "Since we were already using OpenText™ Email Archiving for Microsoft® Exchange, and had very positive experiences with it, we wanted to work with OpenText again to ensure the seamless interaction of our IT solutions, including SAP® Real Estate," he explains.

INDUSTRY

Retail

CUSTOMER

Hamm Reno Group GmbH

PARTNER

AXXEDO AG

CHALLENGES

- *Paper files are expensive to store, make searches more difficult, and involve a high risk of loss.*
- *Real estate paper files do not contain the entire history of the property.*
- *Paper files make genuine real estate management more difficult.*

SOLUTIONS

- *OpenText™ Document Access for SAP® Solutions*
- *OpenText™ Email Archiving for Microsoft® Exchange*

BENEFITS

- *Full text search and location-independent access saves time and increases productivity.*
- *Digital real estate files enable real estate management, not just administration.*
- *Digital files protect against loss and ensure business operations and legal security.*

> *"It was our objective to offer employees quick, simple, and local access to the real estate files. We are completely successful in doing this thanks to OpenText Document Access for SAP Solutions."*

MANFRED GRIES, GROUP LEADER FOR APPLICATION
ADMINISTRATION AT HAMM RENO GROUP GMBH

With the support of OpenText partner AXXEDO, the long-standing IT supplier of the Reno Group, the project was launched in August 2013, and went live in January 2014.

Now employees can retrieve every digital document at the click of a button, irrespective of location. "This saves time and increases productivity," explains Gries. "It was our objective to offer employees quick, simple, and local access to the real estate files. We are completely successful in doing this thanks to OpenText Document Access *for SAP Solutions*."

Digital Files Optimize Real Estate Management

Historically, all real estate documents were stored in archive rooms – up to three file folders for each property. If an employee required a specific document, they had to fetch the relevant folder and conduct a manual search. "The documents were filed by store. If colleagues wanted to find something irrespective of the store – for example, all the records of water damage in a particular year – this used to take a massive amount of time," recalls Gries. In addition to the slow, lengthy searches that made efficient and effective real estate management difficult, valuable information from the bidding and preparation phase, which can last for years before a property is leased, was also missing within the paper files.

Now, with OpenText full-text search, employees can access all the documents related to a key word displayed within a few minutes. Additionally, the valuable information that was missing is now incorporated into the files and is accessible via special views. For example, users from departments such as Legal, Store Construction, Marketing, or the Management Board can access comprehensive information on the realtors, or perform a cost effectiveness check of favored properties at the touch of a button – all of this information is worth its weight in gold.

Ensured Legal Security While Supporting Business Operations

Paper-based files bring the risk of loss or of being destroyed in a fire or flood. This was true of the archives at Reno since they were only available in single copies, requiring protection against such devastating losses. Digitization and multiple back-ups of the new OpenText solution helps support business operations. "Even in the event of a disaster, we'll be able to restore operations in a week at the most," explains Gries.

In addition, the OpenText solution also ensures that the files are fully audit-compliant. Now, with the touch of a button, an entire email communication can be reliably stored with the corresponding documents in the relevant file. This means that the completeness of the files is ensured at all times. It also creates transparency for the employees, as well as legal security for the company.

Because of the positive experiences with the digital real estate files, a roll-out is currently taking place for a similar system for general contract documents, based on the same architecture. Gries sees the potential of implementing OpenText solutions in other departments. "Maybe this will be applied to other kinds of documents in the future," he says. "For example, the convenience of access irrespective of location, or of practical full text search would also be desirable for the HR department."

AX EDO
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AXXEDO focuses on the development of practice-based and needs-oriented solutions for archiving and managing documents and knowledge. For more than ten years the company has been supporting both SME's and large enterprises as a competent partner. In the process, AXXEDO devotes all its energy to consulting about and implementing its customers' visions in state-of-the-art, easily-to-use ECM solutions. The company focuses on the optimum archiving of e-mails, the simple creation of digital files, and the secure, automatic processing of bills.

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