

Dillinger Hütte Standardizes Quotation Documents and Speeds Up Output

OpenText™ PowerDocs automates correspondence, saving time, providing rapid response to enquiries

Dillinger Hütte is Europe's leading heavy plate steel producer. With origins dating back to 1685, today the company employs more than 5,500 staff in Germany and France. Headquartered in Dillingen an der Saar, Germany, in the financial year 2014, the group generated revenue of €2 billion. Steel plate from Dillinger is used in a wide variety of projects around the globe, including steel bridges, skyscrapers, and offshore oil and gas pipelines. Their steels meet varied and demanding specifications, even under the toughest installation and service conditions.

Until 2006, the sales staff of Dillinger prepared their quotations manually. This involved selecting data from price lists, entering all the necessary content into a Microsoft® Word document, which was then customized for each customer. This process was time consuming, and therefore costly and the output quality was often not up to the required standard.

Automated Document Production Speeds up Quotation Processes

Dillinger turned to OpenText PowerDocs to automate quotation production, addressing their challenges around speed, cost, and quality. Using PowerDocs, Dillinger has standardized correspondence and improved its professional image. By automating correspondence, they are saving valuable time, and therefore reducing costs, and the company can now respond rapidly to enquiries.

Customers Benefit from Clearer, Easier to Understand Quotations

With the improvements that Dillinger has made to its quotation process using PowerDocs, customer satisfaction and loyalty has improved. Clearer document layouts make it easier for customers to read and understand the quotes. The quality of documents is consistent across the company and customers receive their quotations quicker than ever. The multilingual capabilities of PowerDocs also means that all regions are able to benefit from the solution.

INDUSTRY

Manufacturing

CUSTOMER

Dillinger Hütte

CHALLENGES

- *High cost of manual preparation of complex quotations*
- *Time-consuming processes cause delays in providing quotations to customers*
- *Highly inconsistent quoting methods lack compliance*

SOLUTION

- *OpenText™ PowerDocs*

BENEFITS

- *Automated preparation of standardized, complex quotations saves money*
- *Faster production of quotations helps lift customer satisfaction and loyalty*
- *More efficient and uniform high standard of correspondence helps meet compliance needs*

Dillinger is also able to ensure compliance with legal guidelines, regulations, laws, and standards as PowerDocs automatically ensures the correct information is included, no longer relying on individuals to remember to include certain text.

Print Output and Hardware Costs Reduced

Since 2007, 50 users at Dillinger have been working with PowerDocs. The solution has substantially sped up the flow of many of their business processes, and with a consistently high standard of quality. The company has also saved on hardware and printing costs, since several Microsoft® Windows servers are no longer needed to fulfil their needs, as they can generate print-ready correspondence.

Dillinger's correspondence also now complies with corporate identity guidelines, projecting a more professional image throughout the various business units.

"OpenText PowerDocs is perfect for our quotation process. Now we can submit quotes much faster than before – and with uncompromisingly high quality," says Birgit Engel, CRM Manager at Dillinger Hütte.

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BIRGIT ENGEL, CRM MANAGER, DILLINGER HÜTTE