



CASE STUDY



COMPANY

DUO Collection

INDUSTRY

Retail

LOCATION

Germany

PARTNER

TSO-DATA

How digitalization paved the way for greater transparency and efficiency

DUO Collection Import Vertriebsgesellschaft mbH was founded in 2003. With a partnership approach, long-standing trade and supplier relationships and a distinguished reputation for providing quality and service, the company has since developed into a pan-European wholesale company for takeaway furniture.

Customers include chain furniture retailers as well as companies from the online and food retail sectors. Depending on the customer's requirements, DUO Collection imports the furniture to Germany and neighboring European countries.

In this case study we'll take a look at how DUO Collection was able to digitize document management and automate processes by adopting Microsoft Dynamics 365 Business Central as their ERM solution and implementing M-Files, as well as the pivotal role TSO-DATA played in bringing it all together.

HIGHLIGHTS



Holistic solution for document management




Users benefit from the tight integration of M-Files and Microsoft Dynamics 365 Business Central via DMS Connector



All documents are stored securely and transparently and are easy for users to find as needed

M-Files



“Smooth processes, better collaboration and increased efficiency show us that we are using the right tools with the right partner.”

Susanne Tolle

IT & Process Management
DUO Collection

KEY CHALLENGES BEFORE M-FILES

ERP from Microsoft

Since 2015, DUO Collection has had ERP system support from the business management system experts at TSO-DATA. At the start of the partnership, the Microsoft Dynamics NAV solution was utilized, which was successfully upgraded to its successor Microsoft Dynamics 365 Business Central in 2022.

With the latest ERP system update, DUO Collection decided to further expand digitalization in the company and, among other things, to introduce the metadata driven document management system M-Files.

There were several reasons for this. The manual processing of incoming invoices was time-consuming and efficiency had suffered when it came to sharing important documents across departments and creating effective workflow processes. The result was a frustrating lack of transparency across various departments.

Furthermore, the existing file server system was no longer able to meet the growing demands for flexibility and speed, and the large folder structures increasingly slowed down the exchange of information. The bottom line was that a desire for different filing structures for the various departments and employees could not be solved with the existing technology.

After a detailed analysis of the requirements and a proof of concept by TSO-DATA's specialists, M-Files impressed DUO Collection with its ability to effectively solve the two core requirements that the company had struggled to address.

THE M-FILES SOLUTION

Always find the right information with M-Files

M-Files breaks down the traditional folder structures that people are accustomed to working with. The decisive factor is no longer where to look for a document, but what kind of document. M-Files links each document with keywords based on metadata and assigns it to specific classes (e.g., offer, order, invoice).

This makes it possible to find the document you are looking for in a variety of different ways, and users no longer get lost in complicated folder systems. Duplicate files are avoided automatically and users always work with the current version of a document, where changes can be transparently tracked. And if desired, the system can be accessed from any location and at any time. A flexible authorization concept determines who can and may access any particular document. This means that the information being searched for can be found much more quickly and accurately.

DMS-Connector - the interaction of ERP and DMS

Another bonus is the smooth interaction between the ERP system Business Central and the DMS M-Files. This is realized by the means of a TSO-DATA proprietary development, the DMS Connector.

The DMS Connector is an add-on for Business Central that seamlessly integrates M-Files with Business Central. This makes it possible to quickly and easily insert scanned incoming documents directly into M-Files via “drag & drop” within the Business Central interface.


It is just as easy to access existing documents from Business Central that are already linked to the contact or master data. This eliminates the need for the processor to switch between multiple programs or interfaces. This saves valuable time and at the same time increases efficiency for users.

In short, the DMS Connector ensures that users not only have the correct file folder for each process in the ERP system, but that it is opened on the correct page. The necessary documents are ready for access or can be sorted quickly and accurately using “drag & drop”. This ensures additional transparency and reliability for everyone involved.

THE RESULTS

Greater transparency and efficiency

Thanks to M-Files and the support of TSO-DATA, DUO Collection was able to significantly advance the digitalization of the company. By integrating M-Files with Microsoft Dynamics 365 Business Central, the company now benefits from smooth processes, better collaboration, and higher efficiency.



“The fact that we seized the opportunity to drive forward the digitization of the company with the support of TSO-DATA after updating our ERP system was exactly the right decision. Implementation in other areas of the company is already planned.”

Susanne Tolle
IT & Process Management
DUO Collection



PARTNER

TSO-DATA GmbH is part of the TSO-DATA Group, with more than 200 employees across Germany in Osnabrück, Nuremberg and Bremen. As an IT specialist and Microsoft Dynamics Partner, TSO-DATA develops, implements, and realizes innovative IT solutions and offers individual service concepts, nationally and internationally. In doing so, TSO-DATA relies on modern technologies that can be adapted specifically to the needs of medium-sized needs of medium-sized companies. The focus of the solution portfolio is on the ERP solution Microsoft Dynamics 365 Business Central / NAV, the industry solutions KatarGo and LS Central for mail order and retail, Dynamics 365 - CRM, Document Management with M-Files and Microsoft SharePoint, Business Intelligence with Microsoft

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WHY M-FILES?

M-Files is a global leader in information management.

The M-Files metadata-driven document management platform enables knowledge workers to instantly find the right information in any context, automate business processes, and enforce information control. This provides businesses with a competitive advantage and substantial ROI as they deliver better customer experiences and higher-quality work with lower risk.

For more information, visit m-files.com.

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