

The Building Blocks to Productivity

LEGOLAND® Deutschland Resort

Entertainment and Amusement Parks



Summary

LEGOLAND® Deutschland Resort, member of the Merlin Entertainment group in Günzburg, Bavaria is one of Germany's largest amusement parks. The IT Service Desk in Günzburg maintains the IT systems, and orders all IT components for the entire group across 19 European countries. In LEGOLAND Germany, incoming invoices are centrally processed in a simple, and efficient manner thanks to Canon's information management system, Therefore™.

Customer	LEGOLAND® Deutschland Freizeitpark GmbH
Established Location	2002 Günzburg, Germany
Sector	Entertainment and Amusement Parks
Website	www.LEGOLAND.de

Case Study
Therefore™ & uniFLOW

The Challenge

Before the introduction of Therefore™ in 2008, the process for approving and paying incoming invoices was tedious and time consuming. All invoices were first scanned, then copied, and finally delivered by hand to the various departments and individual employees. Each invoice needed to be signed by two employees to be approved. This lengthy, inefficient process was simply no longer possible given the company's expansion and the corresponding increase in the number of invoices. Martin Neumeister, general manager, at LEGOLAND remembers, "We experienced strong growth during that time which resulted in payment delays and longer approval cycles. That's why we began looking for a system which would be easy to implement and could grow with us."

Hence, LEGOLAND Deutschland began looking for a system which could offer digital workflow capabilities, an archiving function, integration to their accounting system, and finally the ability to store and integrate the master codes for their suppliers. Fortunately, they were able to find everything they needed and more with Canon's solution, Therefore™.

"Our business found the optimal solution with Canon & Therefore. In my opinion, there is no other solution on the market which is so simple to use, and simultaneously inexpensive and powerful" adds Sven Ahlborn, IT Service Delivery Manager at LEGOLAND Deutschland.



Canon

“With Therefore™ from Canon, we’ve sped up our invoice approval process, and profit through early payment discounts. For us, there is no better comparable solution. We’ve received inquiries from other parks who have heard about our positive experiences over the years, and also want to work with Therefore™”.

Sven Ahlborn, IT Service Delivery Manager

The Solution

Since the central IT Service Desk also had a very high print volume due to the multitude of orders and jobs, they decided to simultaneously update their multifunctional system.

“We wanted to minimize our print costs, while gaining the flexibility to send our print jobs to printers regardless of our physical location”, sums up Sven Ahlborn.



Sven Ahlborn,
IT Service Delivery Manager

Using Canon’s proven output management system uniFLOW and its My-Print-Anywhere function, these requirements were easily met. When larger print jobs are sent, uniFLOW distributes the jobs around

several systems simultaneously to speed up the output.

The approval process for incoming invoices is now structured logically and efficiently. After invoices are scanned and automatically indexed according to

supplier and contractor, the responsible employees receive an email notification. Invoices can be opened directly via an email link in Therefore™, reviewed and finally approved. In cases where the invoice sum surpasses a certain amount, the invoice can be automatically delegated to a second approver. “Using this system, we need 1 working day, maximum, to approve an invoice”, says Sven Ahlborn. About 20,000 invoices are processed this way annually in Günzburg, and up to 3000 invoices a month can be processed in high season.



The Use

All parties at LEGOLAND® have greatly benefitted by using Therefore™. More than 4000 suppliers can now count on a speedy, reliable payment cycle. On the other hand, the business profits through the early payment discounts they now receive due to their newfound efficiency. “Our discounts have increased by 100% since implementing Therefore™”. So, we can honestly say that the solution has paid for itself,” says Neumeister. A further advantage of the system is that any search for archived invoices can be finished within a couple of seconds, thanks to the powerful indexing capabilities in Therefore™. In addition, documents can be delivered at any time for revision and audit. Therefore™ also delivers a further advantage: thanks to the integrated contract management feature, managers are reminded on time when contracts are about to expire – an advantage which should not be overlooked in light of the high number of suppliers the company deals with.

Thanks to all of these positive experiences in Günzburg, other establishments in the Merlin Entertainment group have expressed interest in implementing Therefore™ as well.



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