



## Whirlpool implements THESIS ECM to automate contract workflows

### Key Facts



World's leading home appliance manufacturer with **77,000 employers** and **\$20 billion in annual sales**



Automated contract workflows with THESIS



Reduced time taken to process contracts and number of human errors

### The Background

Whirlpool Corporation is the world's leading home appliance manufacturer with major brand names in almost every country across the globe, 77,000 employees and approximately \$20 billion in annual sales.

The Russian arm of the corporation represents four brands: Indesit, Hotpoint, Whirlpool and KitchenAid. The Head Offices are in Moscow with manufacturing production in another city, Lipetsk and exports across Europe and CIS countries.

### Challenges & Goals

Whirlpool Russia had an issue with managing documentation across Head Office in Moscow and the separate production offices, particularly in relation to various contract types in use. The business didn't have a specific document management system in place and contracts involved admin-heavy, manual processes.

## Why THESIS?

Whirlpool stakeholders researched various document management systems and chose THESIS due to:

- Platform's flexibility and ability to adapt to changing business needs
- Ability to implement and automate various contract processes
- Support for interface and data in English (as the company's IT teams are located in America)
- Ability to integrate with other IT platforms in use in the organisation to bring critical data into one single window

## Solution

THESIS' project team worked with Whirlpool before implementation to create a functional specification to ensure that the system would fulfil all requirements for the business.

Workflow processes were implemented to streamline routine tasks. Much of the contract process could be automated through contract templates with fields automatically populated from other inputted information. A contract approvals process was also implemented to expedite the time taken to sign contracts off.

### zR contract codes

Whirlpool uses a unique zR code for each contract. The THESIS team implemented an automated workflow with the unique zR code on each page. When printed copies of a contract are scanned, the code is recognised and the scanned copy is automatically attached to the correct corresponding record in the system.

## Languages

THESIS allows users to add English language attributes to a record and create documents in two languages to facilitate easier collaboration with colleagues in English speaking countries.

## Push notifications

THESIS sends employees notifications when amendments to contracts have been made or action is required to reduce bottlenecks. If there is a delay of more than three working days, the system automatically sends a notification to the employee's supervisor prompting them to follow up on this task.

## Results

As a result of implementing THESIS, the number of human errors has decreased. Employees have greater visibility over contracts and a better system of notifications to ensure that critical tasks are not missed. The length of time taken to process contracts has reduced.

Whirlpool have been very satisfied with the system and are currently looking to implement THESIS in other countries.

