

printcom  
ing documents



## Success story

Document management for the public sector,  
from Germany to Switzerland

# Output management expertise for modern administrations in Switzerland and Germany

Printcom and the dataglobal Group – or more precisely the dg Group company dataglobal GmbH – have enjoyed a partnership for more than 20 years. For the software developer with locations in Germany and Switzerland, this means that they have been working together since the early days.

Founded in 1997 in Lörrach (Baden-Württemberg), Printcom (Schweiz) AG was established in Basel in 1999. Since 2022, Printcom has been part of GLAUX GROUP AG, a Swiss software company based in Bern. The Basel office was then closed and the company also moved to the Swiss capital.

The credo to this day is: 'Moving documents'. Printcom stands for software solutions in the field of document manage-

ment and input and output management software. They design processes for their customers to optimise their company-wide output strategy, implement these and ensure smooth operation with their own support and technology (hardware). The full expertise is in-house: the software, including all components, is developed completely in-house and customers are also supported directly by the team from Bern and Lörrach.



# Focus on Swiss municipalities and offices

One of Printcom's specialities is its customer base. 'Our focus is on the public sector in Switzerland,' explains Felix Leimbach, CEO of Printcom. The focus seems to be the right one, as 14 out of a total of 26 cantons now work with Printcom solutions, including the Swiss tax offices in particular. 'Probably half of the tax volume in Switzerland runs through our software,' says Felix Leimbach.

In addition to tax offices, Swiss debt collection offices are among the main customers. A debt collection office is a cantonal or communal authority that is responsible for debt collection under Swiss law, i.e. it carries out debt collection and bankruptcy tasks for the state. Printcom already has 68 debt collection offices as customers, and the trend is rising.

Clients in the public sector are primarily concerned with the integration of the archive and the integration of Printcom solutions into the large specialised applications already in use. Close co-opera-

tion exists here with the developers of the Swiss specialist applications, as compatibility must be ensured.

In addition to Switzerland, Printcom also has well-known customers in Germany, some of which are also in the public sector. For example, the vehicle registration centre in the district of Böblingen in Baden-Württemberg – a major customer, as this is the location with the highest number of registrations in Germany. Also because Mercedes-Benz Tech Motion GmbH is based here.

## dg archive: 'Optimal addition to the Printcom range'

The long-standing partnership between dataglobal GmbH and Printcom has been successful from the outset. The dataglobal solution dg archiv is an ideal complement to Printcom's input and output management offerings. The archiving solution enables audit-proof archiving, with which important documents can be stored in a legally compliant manner.

„This is also crucial for our customers in court disputes, for example, where legally relevant facts must be reliably and credibly documented. This is

possible thanks to a highly functional archive that can fulfil all legal requirements for document archiving,' explains Felix Leimbach.

Overall, the archive must fulfil the high requirements of public offices in Switzerland when it comes to data security and data protection. The dataglobal Group is proving to be the ideal partner for Printcom here.

## Integration of dg archive in documento

The Printcom documento solution should be emphasised here. Printcom documento is a scalable and workflow-based process management solution for creating, controlling and distributing documents to different output media. The constantly growing number of workflow plug-ins such as printing, archiving, franking and signing offers users comprehensive document management with all the necessary functions. dg archive is used for document archiving in documento and is therefore an integral part of the solution.



## Working in partnership

Felix Leimbach is convinced of the extremely cooperative and trusting collaboration: 'We also get on very well on a personal level, which is an important factor for a long-term business relationship. This enables us to always keep an eye on customer satisfaction. Communication and coordination are essential here: we don't offer off-the-shelf software, but customised solutions for document management.'

Many Printcom customers have integrated the solution so deeply that its presence is no longer even actively recognised, says Felix Leimbach. This is a consistently positive sign, as it speaks in favour of the ideal adaptation to the client's requirements and existing technical infrastructure. „We can only achieve such a result through optimum coordination. The dataglobal Group is heavily involved in this process and works with us to develop the ideal solution for the customer.“ In addition, error reports are also processed quickly and reliably in the event of faults in order to resolve problems with the soft-

ware as quickly as possible, he says.



## Praise for partner management

Felix Leimbach particularly emphasises the dataglobal Group's excellent partner support. To date, they have always helped to satisfy customers at various levels – even with unusual requests, which are not uncommon, especially in the public sector. „Swiss authorities tick differently to German industrial customers, for example. The dg Group partner management knows this and helps us to accommodate the customer and always find the right solution.“ There are also differences within this clientele that need to be taken into account. „A debt collection office in a small village doesn't need a solution with the same scope of services as a large city. Scalability is a decisive factor here. With our colleagues from the dataglobal Group, we can respond to this and offer customised solutions in terms of price and performance.“

There is particularly close contact with Steffanie Blietz, Partner Management dataglobal Group. 'Working with Steffanie is great,' says Felix Leimbach. „We trust each other: if I have Steffanie's word, I don't need a contract before I go to the customer with the offer. I've always been able to rely on her, no matter what the circumstances. For me, that's a key reason why our collaboration has lasted for so many years and has been so successful.“





## Shared plans for the future

There are big plans for future collaboration and various projects are already in the pipeline: 'We currently have a great project that involves integrating Printcom's scanning solution into dataglobal Group offers. We are also providing support for archiving processes that require connections to specialised applications,' says Felix Leimbach. We are happy to support each other and complement each other's offerings.

Another major project is scheduled to run until 2025/2026. A large canton in Switzerland is currently planning the introduction of standardised output management for its cities and municipalities in the area of finance. Printcom is involved in the development of a common standard for the required input and output processes. The challenge: The sizes of the individual cities and municipalities vary greatly, which is why a standard is required that offers an

optimal document management solution from the village to the metropolis. The dataglobal Group is also involved in the licensing process as part of this multi-year process and is actively involved in the implementation.

One thing is therefore certain: the German-Swiss success story between the dataglobal Group and Printcom will continue in the coming years.





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