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DocBits

From manual to 95% automated – WIESHEU increases

ABOUT WIESHEU

WIESHEU GmbH is a leading manufacturer of in-store baking ovens and has been shaping the development of the baking industry for decades.

Whether in bakeries, supermarkets, or gas stations: wherever customers expect fresh, fragrant baked goods, WIESHEU's innovative ovens deliver perfect results in the smallest of spaces. With its solutions, the company creates added value for its customers through quality, efficiency, and increased sales.

WIESHEU

CUSTOMER

Wiesheu GmbH

INDUSTRY

Mechanical engineering

NUMBER OF EMPLOYEES

(worldwide, 2025)
about 500

HEADQUARTER

Großbottwar

SOLUTION

DocBits

THE CHALLENGE

Time-consuming service processes due to manual document filing

In its daily service business, WIESHEU generates numerous documents – from checklists to service reports. Until now, these had to be checked, classified, and transferred to the document management system (DMS) manually. This cost valuable working time, tied up human resources, and slowed down service processes.

The requirement was clear:

An intelligent solution that automates routine tasks, speeds up processes, and at the same time improves data quality.

THE SOLUTION: DocBits BY FELLOWPRO

Automation. Integration. Intelligence.

Following a recommendation from the IT service provider and a convincing initial contact, WIESHEU opted for DocBits – the AI-based IDP (Intelligent Document Processing) solution from FELLOWPRO.

Together, they implemented seamless integration between **Infor LN and Infor IDM on-premise** and the existing archiving system. Today, service documents are automatically imported, recognized, classified, and transferred to the DMS – **completely without manual intervention.**

THE RESULT

95% of documents – processed fully automatically

Since going live on April 24, 2025, the system has been running stably and efficiently:

- **95% of all service documents** are automatically recognized and classified.
- **Significant reduction** in workload for employees due to elimination of manual tasks.
- **High process speed** and improved data quality.
- **Virtually no support required** – a sign of high system stability.



„The commitment of FELLOWPRO employees has made a positive impression. We are convinced by the high cost savings achieved through automation and the resulting free capacity.“

Andreas Kraft, Projektmanager After Sales, WIESHEU GmbH

THE ADVANTAGES AT A GLANCE



TIME SAVINGS

90% increase in document processing efficiency



COST SAVINGS

Through reduced manual effort and optimized processes



HIGHER ACCURACY

More than 90% of data is extracted automatically



DIVERSE DOCUMENT TYPES

Supports a wide range of document types



EASE OF USE

Simple handling without technical know-how



SEAMLESS INTEGRATION

Smooth integration with existing systems, including Infor Cloudsuite, LN and IDM



SCALABILITY

A solution that can grow with your needs



AI WITH ML

Intelligent technology without complex template creation



INTERNATIONAL SUPPORT

More than 128 languages and international e-invoice

OUTLOOK

Following the successful launch of the project, WIESHEU is already planning the next steps with DocBits. The aim is to further **expand automation** and **consistently optimize the digital process landscape**.

With DocBits, WIESHEU has reached an important milestone on the road to **fully AI-supported document processing** - for greater transparency, speed, and quality in the service business.

