Docuware

Digital Document Management Success Stories: Manufacturing

Document Management Saves Time and Money in the Manufacturing Industry. Read About Seven Companies That Have Already Learned This.

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DocuWare

AquaPhoenix Scientific Inc.

Case Study

DocuWare Expansion Gets a Positive Reaction

Leading water test kit manufacturer, AquaPhoenix Scientific, is utilizing DocuWare to connect related documents associated with their orders, improving productivity and workflow. Sales orders, invoicing, quality control documents, and more are easily stored in DocuWare, boosting customer service. Their new efficiencies have exceeded the company's Return on Investment (ROI) calculations.

AquaPhoenix Scientific is a leader in water test kit and reagent manufacturing as well as a distributor of thousands of testing products and supplies. The company creates customizable test kits with private labeling, packaging and test factors providing their customers with a unique branded product. They serve many markets including industrial water treatment, clean room manufacturing, education, oil and gas, as well as general laboratory and quality control products.

AquaPhoenix Scientific

Industry: Manufacturing

Location: Pennsylvania, USA

Application: Enterprise wide

Document Types: sales orders, work orders, invoicing, purchase orders, shipping documents

Requirements

The majority of their business is generated through custom orders meaning each chemical in each test kit has custom labeling specifications and quality control documentation. The company needed to move to electronic document management in order to improve customer service and easily access all the documents that pertained to each order. They shipped hundreds of orders a day and need to store between 3 and 50 pages of documentation for each order. Needless to say, this required a tremendous amount of storage space.

The company knew it was time to start streamlining its business processes. The Controller, Michele Witman, evaluated three different solutions, but chose to implement DocuWare because of its flexibility and Smart Indexing feature that could help them standardize their indexing on orders and invoices.

The Tasks

- Reduce document storage space
- Streamline workflow
- Improve document accessibility
- Enhance customer service

Solution

Today, when an order is received via the Web, phone or fax, it is entered into AquaPhoenix's ERP system and a sales order number is generated. Utilizing DocuWare's Smart Index feature the information from the ERP sales order is used to automatically index the actual order, eliminating double entry. The sales order is then used to route the order through the assembly process.

The manufacturing department follows a similar process when making chemicals or reagents onsite. They maintain a strict quality control processes documented by a work order, which is created in their ERP system, then used to record production times and quality checks, as well as batch and lot numbers. At the end of the process, the completed work order is scanned into DocuWare where it is automatically indexed and stored and becomes part of the company's quality control documentation.

Once an order is shipped, the completed sales order along with the shipping document is scanned into DocuWare where it is matched with customer purchase order and quality control documentation utilizing the barcoded sales order number and customer number printed on the sales order form. The accounting team then pulls up the order in DocuWare for invoicing and assigns the invoice number and date and stores the invoice.

Applied Modules

- Active Import
- Autoindex
- Barcodes & Forms
- Import
- Recognition
- Smart Connect

Benefits

"DocuWare is a flexible product that was able to meet our unique workflow between the manufacturing floor and the business office. The software is very customizable and has allowed us to roll it out in phases," said Witman.

DocuWare's functionality allowed AquaPhoenix to establish consistent document indexing improving productivity, workflow and customer service now that information is easy to find and retrieve. Placing business critical documents in DocuWare allows authorized users to pull up every document associated with each order, streamlining processes for the sales, manufacturing and accounting departments. Document searches that used to take 30-60 minutes are now done in seconds.

Yearly document purging has dropped from 160 boxes to 20 boxes and will soon phase out completely, eliminating another manual task and simplifying operations.

Moving the work orders into DocuWare has allowed the company to eliminate substantial document storage on the production floor. Even more importantly, quality control information is now searchable in case there ever is an issue with a particular chemical batch.

The Benefits

- Eliminated the physical storage of documents
- Reduced document retrieval time to seconds
- Provided secure access to documents

Conclusion

"Our DocuWare system paid for its self once we were using it for accounts payable and quality control documentation. Our ROI improves every time we add a new process, such as our sales orders and invoicing. We are very happy with our investment in DocuWare."

Michele Witman,Controller, AquaPhoenix Scientific Inc.

DocuWare

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http://pub.docuware.com/en/aquaphoenix-scientific-inc

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DocuWare

PEER Bearing
Case Study

Immediate Cost Savings

PEER Bearing Company implemented DocuWare to streamline its sales orders workflow. The results were impressive cost savings and increased productivity, allowing the department to easily keep up with the growing order volume without adding staff. Compliance with regulations from the IRS, Sarbanes-Oxley and HIPAA are met with a secure, electronic audit trail.

Founded in 1941, PEER Bearing Company has encompassed the bearing industry and paved the way as a dynamic and customer focused manufacturer delivering valued solutions to a global market. PEER has a wide range of bearing and bearing related products which includes radial ball, mounted units, tapered roller and agricultural bearings and seals. With TS 16949 certified manufacturing facilities and a strong focus on quality assurance, PEER services top OEM and Distribution companies within, but not limited to, the agricultural, HVAC (Heating Ventilation and Air Conditioning), electrical, transmission, and material handling industries. Headquartered in IL, PEER has sales and manufacturing facilities in the United States, South America, Europe, and China.

PEER Bearing

Industry:
Manufacturing

Location:
World-wide

Application:
Order processing

Document Types:
Sales orders, purchase orders, sales order acknowledgments and contracts

Requirements and General Environment

In the US headquarters office, orders were received from customers using a combination of manual processes and fax transmissions. Once the order was placed, an acknowledgement confirming the terms of the order was printed and faxed back to the customer. A minimum of three people handled each of the more than 10,000 pieces of paper that were received or faxed each month. This time consuming process was constantly subject to the loss or misplacement of paper documents. These important sales records were stored in file drawers and eventually moved to boxed storage in a warehouse. Nearly 140 man hours a week were needed to organize and file the orders paperwork. With so much paper in the office, employees were always leaving their desks to find the information they needed.

Pam Naslund, Office Manager for PEER started calculating the cost of business for her department. She found that according to industry standards, the cost of sending and receiving faxed documents is approximately $0.15 per page, including toner, paper, machine maintenance, depreciation, and long distance phone charges for a company that operates internationally. With 10,000 pages faxed per month her department was spending $18,000 annually in printing and faxing costs. The labor costs associated with faxing, filing and retrieving paper documents added an approximate $42,000-bringing the total cost of processing orders to $60,000 a year.

Armed with information on her current costs and the steady growth in their order volume, Naslund was ready to implement an electronic solution.

PEER had a few basic requirements: 1) the ability to receive fax orders electronically, 2) an electronic workflow component for sorting incoming orders by region and directing them to the appropriate Customer Service Representative (CSR), 3) a solution to make it easy to store and retrieve electronic files, along with the ability to link documents, such as purchase orders and acknowledgments in an easy to manage digital system, and 4) the solution also needed to work with the company's existing ERP system, Epicor's Manage2000.

The Task

- Improve efficiency
- Increase productivity
- Provide document security
- Reduce costs

Solution

After reviewing available options, PEER chose to implement DocuWare because of its simplicity in implementation, cost, and its scalability and flexible platform. Using an existing copier to scan paper documents, the department's document management system was implemented. DocuWare and PEER's paper system ran in parallel for a few weeks until employees were comfortable with the new system.

"With more orders coming in and the size of orders growing, we could have never kept up under our old business processes. As our business increases, our current customer service group is able to handle the load," said Naslund.

Today no matter how an order is received, either by phone, fax or e-mail, they are all processed electronically and routed to the correct employee via DocuWare's workflow processes. Once a CSR processes an order, they issue a sales order acknowledgment which is automatically faxed or e-mailed to the customer through DocuWare according to the rules in the system for each account. The order, sales order acknowledgement and PO are automatically indexed and stored in DocuWare, linking this important information together.

Modules in use

- Active Import
- Autoindex
- Content Folder
- Recognition

Benefits

Moving to a paperless process, with secure automated storage and fast accurate retrieval of information, has greatly impacted the productivity of the orders department. Under the paper-based system, employees were frequently away from their desks searching for documentation. With DocuWare, the information is always right where they need it and management can visually track the workflow and redistribute order processing as needed. "Our processes haven't changed, just our productivity," said Naslund.

DocuWare's ability to retrieve and link all the information about a customer or order, regardless of document type, has proved to be enormously helpful. Now, a CSR can do one search and find all of the relevant information about a customer or a specific transaction. This feature is especially useful when processing orders authorized under a blanket PO. Employees can easily see quantities that were authorized, ordered and shipped. Quick access to information provides a higher level of customer service being able to handle pricing and inventory matters with accuracy.

Resolving complaints has been simplified with the advent of digital workflow. Not only do the CSRs have instant access to information, but because the process uses electronic stamps, they can also find out how the order was received and who processed it. "Our customers range from large distributor's to Amish farmers who can only call in on certain days. Regardless of PEER Bearing the customer, having all their information at our fingertips has boosted our level of customer service tremendously," said Kathy Billeck, Customer Service Supervisor.

The company was able to realize immediate cost savings averaging $47,700 a year. This was achieved because of DocuWare's ability to route incoming faxes electronically and automatically e-mail or e-fax sales order acknowledgements, resulting in a 90% reduction in fax volume. Additionally, automatic indexing and electronic retrieval reduced labor costs by 75%. "We've cut our paper usage and eliminated two full-time positions, all during a period of high growth. With revenues up 26%, handling this growth pattern is no longer a problem and we've already realized our return on investment in just under a year," said Naslund.

DocuWare makes compliance with regulations by the Internal Revenue Service, Sarbanes-Oxley and HIPPA very manageable by providing a secure, audit trail to sensitive information. The company is ISO 9001:2008 certified and is working towards an ISO 14001 certification for identification, control and improvement of its environmental impact. Access to PEER's digitized documents is controlled through a permissions structure which allows only designated employees to view important files and provides an audit trail of who accessed documents and when. The system's tiered security determines who can and cannot delete files and version controls are used to manage documents such as contracts through the entire preparation process.

The Benefits

- Increased productivity
- Substantially reduced paper handling costs
- Improved customer service
- Improved compliance of regulations

Conclusion

"We've cut our paper usage in half and eliminated two full-time positions, all during a period of high growth. With revenues up 26%, handling this growth pattern is no longer a problem and we've already realized our return on investment in just under a year."

Pam Naslund, Office Manager, PEER Bearing

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DocuWare

Penn Stainless Products, Inc.

Case Study

ROI Strong as Steel

This global stainless steel producer and distributor implemented DocuWare to securely manage financial documents and link accounting information with product test reports. Today, the company can better manage production costs and has improved employee productivity and customer service now that information is securely filed. The best part – DocuWare's ROI was realized within the first year.

Penn Stainless Products, Inc., founded in 1949, is a global distributor of custom specified flat rolled, bar, structural and tubular stainless steel products. With over $140 million a year in revenue, Penn Stainless Products (PSP) is a mid-sized player in the stainless industry.

Penn Stainless Products, Inc.

Industry: Manufacturing

Location: Quakertown, PA

Application: Sales, Accounting, Manufacturing

Document Types: Applications, References, Credit Reports, Invoices, Bills of Lading, Work Orders, Test Reports

Requirements

When a new account is created, a credit file consisting of references, applications, Dun & Bradstreet™ reports and tax reports is established. Credit files are only accessed by a few employees but are extremely important to maintain and have a long document life.

The accounting information also operated on a paper based system. Besides the accounting and sales teams, management needed access to this information. With so many individuals working with the financial information, each employee lost an average of an hour a day just filing and searching for paper files.

Misfiled documents were an especially critical issue. In order to resolve a product problem, a sales rep needed to review the metal's specifications. This meant a search for the invoice to find the heat or test report reference number and look up the actual report in a separate system. Since a metal bar may end up being processed into several different orders, a copy of the test report was frequently stored with each invoice to improve information access. This duplication of the report throughout the A/R files contributed to the company's need for more file space. A missing invoice made it nearly impossible to find the heat report reference number and access the technical information about each product, hindering PSP's ability to provide the highest level of customer service.

With over 9,000 customers and double digit annual growth, PSP needed a more efficient document management system. Information was shared between 60 employees and searching for information was tedious because documents were subject to slow refiling and misfiling. In addition, the company needed to reference each invoice with the heat or test report for the product specified.

PSP needed to implement an electronic document management system that would work well with its large volume of documents and allow documents to be indexed by multiple criteria. They wanted to secure the access to these files and ensure documents would not be lost due to human error or natural disaster. Additionally, they wanted to reduce document storage space and expand their office space without adding on to the building.

The Task

- Electronically secure a large volume of documents
- Index accounting documents with product test reports
- Improve information quality and availability
- Gain office space, by reducing document storage needs

Solution

An Authorized DocuWare Partner, implemented DocuWare as PSP's electronic document management system. The solution also included the implementation of three Kodak i1220 scanners and one Kodak i65 scanner. DocuWare was rolled out in the credit department as a test phase. Using temporary help, credit files were scanned and indexed. The company was so pleased with the time savings on the retrieval side alone that DocuWare was rolled out in the Accounting department. Today, accounting information such as invoices, bills of lading and work orders are scanned, organized and stored in DocuWare. By indexing documents with multiple index criteria, cross-referencing invoices with vital heat reports is easily accomplished. Since documentation is now handled electronically, there have been no more lost documents.

Applied Modules

- Active Import

Benefits

Currently at least 60 people have access to the information stored in DocuWare. Sales reps can easily verify a past order or check a customer's credit standing without ever leaving their desk. Quick access to an invoice provides the heat report number for instant access to the actual report. No more wasted time or distraction from paper files. Management has immediate access to information to easily check if product was cut, cost and billed correctly, allowing them to better manage production costs.

Many benefits have been realized on the corporate level by moving from paper to digital files. Legal exposure is under control since they now have quick and easy access to test reports. With instant access to information, customer inquires are handled while on the phone, improving customer service.

Now that auditors can be given login credentials to access electronic information, audits (including those performed by the Department of Homeland Security) are quicker, easier and much more cost effective; saving them tens of thousands of dollars and a lot of stress on preparation.

"Our Return on Investment was more about improving the way our employees work. Our sales team is at their desks much more, spending more time making sales calls rather than searching and filing paper. That documents are never lost and no one has to do any refiling is huge around here. Within one year the system has more than paid for itself," said Harris.

The Benefits

- Better management of production costs
- Self-serve read only access to accounting documents, improved employee productivity and customer service
- Avoided expansion costs by eliminating paper-based document storage
- Reduced legal exposure and improved the audit process through securely filed electronic information

By eliminating the paper file cabinets from the Accounting department, they were able to downsize their office space and move to a second floor loft area. In turn the sales and purchasing teams were relocated to this new found office space and can now sit together as a department allowing them to be more organized, effective and productive, with room to expand. Finding documents from the desktop has also improved morale. Not having to refile documents has made employees truly happy.

"With our old paper-based system we never would have been able to bring our sales and purchasing teams together. Having them work more closely has really increased our sales efforts. And not having to build more office space has saved us thousands. DocuWare has really provided us the tool we needed to grow our company while eliminating a lot of the costs associated with growth," said Dave Harris, Controller for PSP.

Conclusion
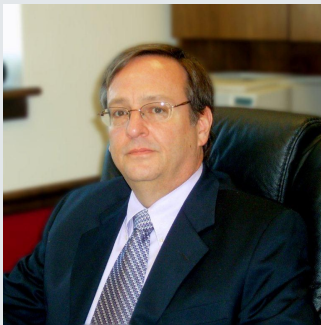
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Dave Harris, Controller, Penn Stainless Products, Inc.

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DocuWare

Advance Cabinet Designs

Case Study

Cost Savings by Design

Custom cabinet manufacturer, Advance Cabinet Designs, is going paperless with DocuWare. Accounting information, job files, even blueprints are instantly accessible to the entire organization, streamlining accounting processes, speeding blueprint review and resulting in cost savings.

Advance Cabinet Designs Inc. (ACD) is a family-owned business that manufactures custom commercial cabinets for clients in the Northwest United States. Specializing in commercial casework and displays, the company has been creating custom solutions for hotels, office buildings, financial institutions, locker rooms, medical facilities and high-end retail displays for more than 15 years.

Advance Cabinet Designs

Industry:
Custom Manufacturing

Location:
Oregon, USA

Field of Application:
Company-wide

Type of Documents:
Accounting information, job files consisting of a job description, drawings, blueprints, installation and manufacturing schedules, contracts, safety and insurance information as well as billing information

Requirements and General Environment

ACD used an accounts payable process that consisted of different employees adding documents to an information packet that moved from desk to desk. It started with a requisition for materials and the creation of a purchase order, and then grew to include a packing slip, invoice, statement and copy of the check. Each step of the process was handled by a different employee and packets of information were physically moved through the workflow.

ACD's job files are made up of shop drawings, blueprints, installation and manufacturing schedules, contracts, safety and insurance information, as well as billing information and communications. Basically they contain everything relating to a project, so almost every employee needed access to the job file at some time during the file's active life. In paper form, the file could be 10 inches thick, unorganized and often sitting on someone's desk instead of filed away. In addition to these paper documents, employees would access Excel and Word job files daily to update the job log and contact sheet. Having both paper and digital information was frustrating and sometimes difficult to manage because staff might not know if they were working with the most current version of a document.

ACD needed a system that would allow them to easily share information between employees and verify that the information being shared was the current version.

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Tasks

- Create a paperless accounting system
- Provide regulated access to financial information
- Eliminate time searching for paper-based documentation and the guess-work regarding if it was the current version

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Solution

ACD decided to move to a paperless system. As they researched the benefits of electronic document management solutions, they realized all of their important documents, besides accounting records and job files, including bids, templates, forms, education and training materials, as well as meeting minutes could not only be proactively stored in an electronic filing cabinet, but follow an electronic workflow as well. DocuWare and four Ricoh MFP's, the 6500, 2500, 1600 and 410 were installed to assist the company in their quest to go paperless.

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Modules in use

- Active Import
- Content Folder

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Benefits

With DocuWare the accounting process has now been streamlined simply by using electronic stamps to mimic their old paper-based workflow process. A purchase order is created in QuickBooks and automatically filed in DocuWare using field recognition technology. Supporting documents are scanned and electronically stapled to the packet. Electronic stamps change the document status which automatically routes the packet through the workflow. "It was so easy to mirror our existing workflow process in DocuWare. The new electronic version of our workflow has created accountability from our employees. I can look up by whom and when a document was processed," said Tani Michaud for ACD. "The fact that we didn't need to learn a new process, but made our existing process work better, was something we were really excited about." Today, job files are stored in DocuWare and easily accessible to the entire company while maintaining a secure and organized file structure. Even vital email messages, such as an approved change order can easily be stored with the file. Productivity and efficiency have dramatically increased now that information is so easily shared.

Job blueprints are also much easier to manage. Annotations and changes can be made to the TIFF file directly ensuring that the entire team is working from the most up-to-date information while eliminating the time and cost to annotate 12 copies by hand every time a change is made. DocuWare even allowed ACD to mirror their paper process of "red lining" a blueprint by allowing project managers and supervisor to review and make changes using a virtual red-pen. In addition, electronic stamps route the blueprint between project managers and supervisors until all changes have been approved. Better access to information has allowed employees on the shop floor to become part of the review process. Looking at the blueprints allows them to plan ahead for the shop schedule; but even more important, it allows them to make suggestions to the project mangers on better and more cost effective ways to construct a project. After a CAD drawing is complete, the information goes to the saw computer where the wood is cut automatically. With proactive reviews, re-cutting a job has been significantly reduced resulting in saved time and materials.

Additional time and cost savings were realized by moving meeting notes and agendas into DocuWare. The owners of ACD hold two to three meetings a day with different groups of employees. Instead of spending time and energy to create packets, which ended up in the recycle bin after the meeting, they now use a projector to display the agenda, job photos and type notes during the meeting. Afterwards, the information is stored in DocuWare and made readily available electronically.

With the down-turn in the economy and cabinet business, for about a year ACD was operating with about half of the number of employees compared to previous years, causing the owners to take over a good share of the administrative and paperwork tasks. Michaud, one of the owners, summed up the year saying, "I will once again sing the praises of DocuWare and its benefits during these difficult times. As employees left, never again did we have to go searching through offices wondering where they kept the files or projects that they were working on. As it became necessary for other individuals or groups to jump in and pick up the slack of tasks or projects that were falling through the cracks, ALL of our documents were at the fingertips of everyone at all times. No one, not even myself was able to use the excuse, 'It's not my fault, I didn't know anything about that', because someone else was always there to reply, 'it's in DocuWare'."

The Benefits

- Improved workflow and increased productivity
- Created employee accountability
- Centralized storage for all documents regardless of document type or source
- Proactive design reviews save money and time

Conclusion

In summary, Michaud said, "For us DocuWare is not just a place to store papers, it's more than that. It is a system that can alert employees to where a product or materials are in the system, or where a job is for scheduling. Complete information in one location has made it possible for us to control our costs while improving our processes, even while operating with a reduced staff."

"For us DocuWare is not just a place to store papers, it's more than that. It is a system that alerts employees to where a product or materials are in the system, or where a job is for scheduling. Complete information in one location, even while operating with a reduced staff."

Tani Michaud, Advance Cabinet Designs

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DocuWare

Jaya Apparel Group

Case Study

Designed for Success

Clothing designer and manufacturer Jaya Apparel Group implemented DocuWare to improve overall efficiencies within their company. By moving their multi-step business processes from away from being e-mail based to a combined electronic workflow and digital repository solution, the company gained a substantial increase in employee efficiency, eliminating double data entries and unburdening their Exchange server, all while improving their bottom line.

Jaya Apparel Group is a designer and manufacturer of clothing for high-end boutiques and large department stores ranging from Walmart to Saks 5th Avenue. A mid-sized player in the fashion world, the company employs 200 designers, sales reps and customer service agents working mainly from Los Angeles and a smaller satellite office in New York. The company contracts to have the goods manufactured overseas in China, Korea and Vietnam.

Jaya Apparel Group's large department store customers use Electronic Data Interchange or EDI transmissions to place and amend orders. The company was able to process the orders electronically but had no way to store and manage the information other than printing it out and filing it in banker's boxes. This paper intense process meant that important information contained on documents such as customer PO's, pick tickets, bills of lading, invoices, shipping tallies was difficult to retrieve. Researching receivable payment discrepancies was a complex process that was often so cumbersome that the company was unable to refute customer claims.

Jaya Apparel Group

Industry: Apparel Design and Manufacturing

Location: California (USA)

Application: Accounts Payable, Accounts Receivable, Customer Service, Import, Production and Sales departments

Document Types: Customer PO's, pick tickets, bills of lading, invoices, shipping tallies

Requirements

Jaya Apparel Group needed an electronic document management system to improve their workflow by routing documents through a multi-step process, without using e-mail. The solution needed to integrate with their AS/400 based ERP system and be able to automatically index and archive EDI transmissions, as well as serve as an archive for hand-written documents which would be scanned and imported. Additionally, the company wanted a solution that could be tailored for their use without custom programming.

The Task

- Resolve payment discrepancies quickly
- Shorten search times for information
- Eliminate process bottlenecks

Solution

After evaluating several systems, DocuWare was implemented along with two scanners, the Kodak i1320 and i1440. The company's existing Toshiba and Xerox MFPs also became part of the solution. Paper-based workflows were examined and digital processes created. Jaya Apparel Group worked with their Authorized DocuWare Partner to conduct internal surveys to identify the opportunities to capture paper and digital documents, as well as e-mail and move the company to more efficient business processes. Today, EDI information is automatically indexed and stored in DocuWare. Hand-written information such as customer PO's from their 800 boutique customers are manually indexed serving as a permanent record for which orders were placed. The almost instantaneous access to order information for both the customer service department and accounting department offsets the time spent on manual indexing. Jaya Apparel Group outsourced the scanning and indexing of two years of customer orders, in order to resolve outstanding short payment claims they may still collect on.

Applied Modules

- Autoindex
- COLD/READ
- Content Folder
- Recognition

Benefits

Jaya Apparel Group's new paper less processes closely mimicked their paper-based processes, reducing learning curves and increasing user adoption. For example, when the customer service department prepares a proforma invoice for a customer, it is electronically sent to both the customer and credit department for approval and release. Electronic stamps route the document through the process, moving the document from one employee's virtual inbox to the next inbox until the process is complete and the document is archived.

The Benefits

- Digital workflows are efficient and easy to manage
- Unburdened the Exchange server
- Reduced double entry of data
- Increased cash flow

By using electronic filing, the company has a searchable, permanent record of every transaction. Internal and external audits can be conducted with ease by giving the auditor access rights to the files. The best part is that no time even needs to be set aside to pull requested documents. With digital workflows in place, management was able to identify hidden bottlenecks and gain valuable insight into the backlog of unprocessed transactions. After simple adjustments to their processing queues, work efficiencies were immediately realized.

Additionally, Jaya Apparel Group discovered that by moving their workflow to DocuWare they were able to unburden their Exchange server because e-mail was no longer used to distribute order processing documents as attachments. Approximately 45 employees throughout the Cash, Accounts Receivables, Outstanding POs, Customer Service, Import and Order Entry departments are using DocuWare. DocuWare is now a core part of the company's IT system and has been integrated into its databases through a database connection to the AS/400 based ERP system. This has allowed the sharing of information and reduced the double entry of data.

"We didn't fully understand what a powerful tool DocuWare could be for our organization until we started working with it," said Don Lewis, CFO for Jaya Apparel Group.

Now with DocuWare, customer complaints for shipping discrepancies are sent to the credit department for resolution. By using DocuWare as a digital archive, the credit department, can respond immediately and provide compelling documentation to support Jaya Apparel Group's position. Quick response to shipping discrepancies improves customer relationships and has allowed the company to improve its cash flow. "Our DocuWare solution has been more effective than I imagined after I saw the demo. It has paid for itself within six months. Our Return on Investment with DocuWare has been very dramatic," said Lewis.

Jaya Apparel Group employees are much more efficient because they can find the information they need promptly whenever an issue arrives and they avoid printing and filing documents altogether realizing cost savings from their old paper based system.

"My staff used to be surrounded by four foot high piles and boxes of paper. Now the office is free from those walls, improving our workplace environment."

Conclusion

"All of our information is in one place - DocuWare. I feel like we've just joined the 21st century," said Lewis.

"Our DocuWare solution has been more effective than I imagined after I saw the demo. It has paid for itself within six months. Our Return on Investment with DocuWare has been very dramatic."

Don Lewis, Chief Financial Officer, Jaya Apparel Group

DocuWare

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DocuWare

Corsicana Bedding, Inc.

Case Study

Mattress Manufacturer Rests Easy as Cash Flow Improves

National mattress manufacturer, Corsicana Bedding, Inc., implemented DocuWare to manage proof of delivery documents. The results: lightning fast, secure, storage and access of information for a significant improvement in cash flow, a knowledge base available to all employees for a dramatic improvement in customer service, and automation of key business processes.

Established in 1971, Corsicana Bedding, Inc., is a national mattress manufacturer with three large production plants and two distribution centers across the country. The company employs over 450 people and distributes its product to over 4,000 retail centers nation-wide.

Corsicana needed a better way to manage its documents and cash flow. For each delivery, the company produces an invoice. Upon receipt of delivery, the customer signs the invoice, which acts as a proof of delivery document. With over 350 deliveries a day, the company wanted to invest in a system to collect information from all locations and make it immediately available to the corporate office. The situation the company faced was that information took too long to get back to the corporate accounting department so that customer account information could be updated and reconciled. In addition, responses to customer questions were delayed until the information was received.

In addition to manufacturing their product, Corsicana has its own fleet of drivers who deliver mattresses to retail centers across the nation. The drivers are issued a paper invoice for each delivery on their truck. Upon delivery, the customer signs the invoice to accept the shipment and pays the driver. As a "Cash on Delivery" (COD) company, the driver's hand written notes about items marked as short shipped or damaged are crucial to resolving payment issues. This document is Corsicana's 'proof of delivery' and is the key document used in resolving payment disputes based on the quantity and condition of goods delivered. Drivers return the signed invoice and the payment check to the distribution center or plant where the delivery originated. The information is then packed up and mailed to corporate headquarters in Corsicana, Texas, for processing.

Corsicana Bedding

Industry: Manufacturing

Location: USA

Application: Accounts Payable / Accounts Receivable

Document Types: CODs, Invoices

Business critical documentation was being shipped by multiple people from various locations. This presented a huge challenge for customer service person-nel located at the corporate office, often making it extremely difficult to research and resolve disputes quickly. This in turn led to upset customers who simply wanted answers. Additionally, the accounting documents from the different locations were divided by account among the accounting staff, and then filed at each desk, making it difficult for anyone but a specific employee to assist a customer with a problem. Due to the volume of invoices, refiling was sometimes an issue and hindered the quick resolution of customer questions.

Requirements

Corsicana wanted to invest in a document management system that would enable the company to quickly capture information from multiple locations and store it in one central, easy-to-access document pool. The system would need to allow employees to quickly research and answer customer questions in order to improve customer relations. They also needed a solution that would enable the accounting department to automate the workflow and at the same time, enable them to improve the collection process. Additionally, the solution needed to be available to any employee, provided they had the proper authorization, so that a company knowledge base was created that allowed information to be shared so that employees were empowered to assist and resolve questions.

The Tasks

- Gain faster access to business critical information
- Speed the flow of information to the corporate archive
- Improve customer service

Solution

Authorized DocuWare Partner, Imagetek Office Systems, implemented the company's DocuWare solution. Today, each location uses a Canon Image Runner scanner to scan and e-mail the signed customer invoices and other accounting information directly to the corporate office. The information is sent to a 'watched' folder on their server, where using the invoice number as a matchcode, data is pulled from the company's AS400 system to index the document's remaining fields by customer name, order number and date. All the accounting information is stored in an electronic file cabinet. This electronic file cabinet or document pool is available to all employees who have been given the rights to access this information. The file cabinet is able to store any file type, whether it is incoming e-mail, PC generated files, incoming faxes, scanned papers and even mainframe date. Once this information is in a central document pool, a single search can locate all the documents related to a business process. Now that Corsicana's documents are all in one central location, authorized employees have access to its customer's original purchase orders, signed invoices which as act proof of delivery receipts and payment information. The images and index information from the electronic file cabinet are backed up to CD and stored offsite as part of their normal and routine security procedures.

Applied Modules

- Active Import
- Recognition
- Content Folder
- Internet Server

Benefits

Thanks to DocuWare, everyday tasks are much easier for the accounting staff. Files are in one location and easily available, improving productivity and job satisfaction.

The company's human assets can be redirected to other revenue generating activities since certain tasks, such as refiling, have been eliminated. Additionally, having one central document archive allows any authorized representative to answer a customer's question because document retrieval can be instantly done from their desktop. The company is saving 3-5 minutes of retrieval time per request. This eliminated the need to place a customer on hold or call them back after the information was located, greatly improving customer service and increasing productivity. The department has also seen a decrease in operating expenses by eliminating the mailing of paper documents and the staff time dedicated to periodically purging paper files. Employees are less stressed and enjoy greater job satisfaction which should lead to reduced turnover. This will lower departmental costs, saving time and money on the recruitment and training of personnel.

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The Benefits

- Improved cash flow
- One central electronic archive provides timely access to information
- Better customer service because of a decrease in document retrieval time

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DocuWare has enabled Corsicana to manage their critical business information to automate business processes and create a knowledge database available to empower all authorized employees. Customer service and accounting processes are now managed quickly and efficiently. By capturing all documentation in DocuWare, information flows quickly and has significantly enhanced Corsicana's cash flow and bottom line.

"Our cash flow and customer service have greatly improved, but one of the most notable things DocuWare has done for us is give us complete control of our information. We can use our DocuWare database of invoices as a research tool to easily gather information for our marketing efforts. This was impossible to do with a paper-based system," said Matt Jackson, Director of IT for Corsicana Bedding.
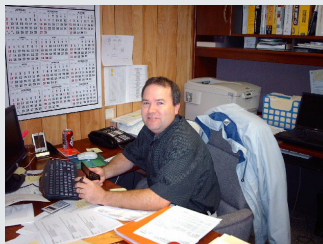
With the security of DocuWare managing their information, Corsicana Bedding can stay focused on its core objective: manufacturing quality mattresses.

Conclusion

"Our cash flow and customer service have greatly improved, but one of the most notable things DocuWare has done for us is give us complete control of our information. We can use our DocuWare database of invoices as a research tool to easily gather information for our marketing efforts. This was impossible to do with a paper-based system."

Matt Jackson, Director of IT, Corsicana Bedding

DocuWare

This document can also be found here:

http://pub.docuware.com/en/corsicana-bedding-inc

For more information please visit our website at:

www.docuware.com

DocuWare

Toshiba Business Solutions

Case Study

Implementing Best Practices for Their Clients and Themselves

Toshiba Business Solutions implemented DocuWare to manage sales orders from origination through payment. By staying true to their "Best Practices" focus, the company developed a seamless workflow that improved cash flow by $4 million a month and saved $1.25 million annually by streamlining the management and access of information while gaining the ability to develop real time business metrics.

Toshiba Business Solutions is a network of wholly owned office equipment dealers throughout the United States who provide their clients with software solutions to help capture, manage, deliver and secure documents. They also offer printing systems such as MFPs, barcode printers and fax machines. Toshiba Business Solutions is a division of Toshiba America Business Solutions or TABS, one of seven divisions of the Toshiba Company.

Toshiba Business Solutions

Industry: Service
Location: USA
Application: Sales, Accounting
Document Types: Checks, Remittance Statements, Invoices, Shipping, Sales Orders, Maintenance Contracts, Supporting Documentation

Requirements

As a company focused on developing Best Practices, Toshiba Business Solutions evaluated its sales order processes, from order inception to payment, and decided to implement a document management solution. The new solution needed to streamline workflow, simplify information access by multiple departments and speed up the time it takes to process an order. It also needed to integrate with their Oracle ERP system and Salesforce CRM system. The company also wanted to create a full audit trail and standardize procedures between different locations.

The Tasks

- Streamline workflow
- Simplify information access
- Speed order processing time and improve Days Sales Outstanding

Solution

As an Authorized DocuWare Partner, Toshiba was very familiar with DocuWare and its capabilities; they knew it was robust enough to meet all of their needs. Initially, DocuWare was rolled-out to just the Texas offices, but it was so successful it was subsequently expanded to every Toshiba Business Solutions office in the United States.

Each time a sales order is created by a sales Account Executive a coversheet or passport is created using an Excel template then saved to a watched folder along with the sales order. The information on the passport is used to automatically index and route the document through an established workflow, allowing many departments to access different parts of an order simultaneously. The passport provides a place for notes and electronic stamps. It records a document's "travel history" and becomes part of the audit trail. In order to eliminate double data entry and improve record quality, DocuWare is integrated with several other key business applications.

Applied Modules

- Task Manager
- Barcode & Forms
- DocuWare Import
- Autoindex

When a sales order is created in Toshiba's Oracle ERP system, each sales order is assigned a sales packet number. Whenever a supporting document is stored in DocuWare, its unique document ID is changed to the sales packet number creating an index term that can be used as a "match code" between the ERP suite and DocuWare, allowing the company to pull information back and forth between both systems, keeping them running in tandem. Other documents such as shipping tickets and invoices that are created in the Oracle ERP system are also automatically indexed and stored in DocuWare.

"Integrating Oracle and DocuWare saves on keying information and we are able to move data both directions between databases which ensures the quality and accuracy of both key business information systems," said Scott Robinson, Director of Operations and Acquisitions-East for Toshiba America Business Solutions.

Toshiba has also integrated DocuWare with its CRM application, SalesForce.com. When a Sales Rep logs into SalesForce.com, they can click on an imbedded DocuWare link and gain access to only their sales orders in DocuWare.

With over 650 Reps in the field and constantly changing territories, keeping up with access rights updates was challenging. By giving reps access to DocuWare through Salesforce.com, Toshiba Business Solutions has been able to manage the access rights of two systems within just one, providing document security and easing the burden on the IT staff.

"With best practices in mind, we often hear from the field, wouldn't it be nice if… and we work hard to make those statements come true. Managing DocuWare access rights through Salesforce.com evolved out of a wish to access all information relative to a customer from one system. With the flexibility and toolkit DocuWare provides we were happy to be able to make that happen," said Robinson.

Benefits

Between all 120 locations across the United States, Toshiba Business Solutions processes 3,000 orders a month. As supporting documentation is added to each order, the sales orders blossom into sales order packets requiring the company to store and manage 100,000 documents a month. Centralizing and standardizing document storage has improved document retention and simplified information access.

Prior to implementing DocuWare, the company found an average of 5 copies of each sales order among departments. Managing multiple copies of information was slowing down work processes.

Today, different departments can view a sales order simultaneously, allowing the maintenance contract to be set up at the same time another employee is working on billing the equipment. With standardized document processes in place and increased sales order visibility, the company was able to regionally consolidate order processing tasks and more effectively use its human resources now that order processing is no longer location dependent. Today, the company has the ability to shuffle workloads between locations to cover vacations and leaves of absence.

Electronic processing of sales orders has reduced the time to bill by 2.8 days, equaling $2 million Return on Investment (ROI) above and beyond the cost of the system over a three year period. The system has been in place for 7 years and the ROI continues to grow. Toshiba Business Solutions was also able to reduce its Days Sales Outstanding (DSO) to just over 5 days, equalling a $4 million monthly cash flow improvement as a result of speeding up billing practices and having the transparency to know which customers to focus on for collections. Additional annual savings of $250,000 were realized from administrative time savings and another $1 million in savings comes from eliminating the need to search for lost documents.

Using DocuWare's Sequel Server Reporting Services, Toshiba Business Solutions was able to develop high-level reports for its parent company, TABS. The report allows TABS real time access to business metrics for each market. The robust report allows TABS to drill down and see how long each step in the process takes for each market, providing essential information.

DocuWare has had such an impact on Toshiba Business Solutions' operations that the solution was expanded to further automate and improve cash flow by streamlining receivables through direct integration with a bank lockbox. When a customer sends in a payment, it is mailed directly to a PO Box at the bank. The bank makes the deposit and scans the check and remittance statement then loads the images to a secure FTP site. DocuWare monitors the site and automatically sends the payments to the receivables staff's DocuWare inbox. The payments are processed and applied quickly without waiting for a physical copy of the check or even a daily email.

The Benefits

- Reduced Days Sales Outstanding, saw a $4 million increase in cash flow, more transparency in the accounting process.

- Centralized and standardized document storage, eliminating time spent looking for documents and IT administration saving $1.25 million annually.

- Reduced Time to Bill by 2.8 days and gave the Accounting department the ability to balance workloads between locations.

- Streamlined payment processing with seamless integration with bank.

- Developed high-level reports from real-time DocuWare database, providing management with drill-down results for every market.

Conclusion

More than 2,000 employees have access to DocuWare. The solution is tightly integrated within Toshiba Business Solutions and a testament to the way implementing Best Practices can impact a company.

"Aside from its financial impact, the biggest benefit of using DocuWare is that we can ensure the right information is getting to the right person at the right time. For a lot of our employees DocuWare's Inbox is the plan for the day's work, we would be lost without it," said Robinson.

"Integrating Oracle and DocuWare saves on keying information and we are able to move data both directions between databases which ensures the quality and accuracy of both key business information systems."

Scott Robinson, Director of Operations and Acquisitions-East, Toshiba America Business Solutions

This document can also be found here:

http://pub.docuware.com/en/toshiba-business-solutions

For more information please visit our website at:

www.docuware.com