Industry
Automotive

Solutions Implemented
Document Authority Control
Modular Object Scanning Technology
Reform Enterprise

Processes Automated
Document Approval, Archiving

Automotive Retailer

Automotive retailer implements FabSoft solutions to automate document approval and archive processes

The Problem

One of the largest automotive retailers in the United States has over 148 stores and sells over 200,000 cars a year. Inevitably coupled with such a high volume of sales is massive amounts of paperwork. Each car sold is accompanied with sales deals jackets composed of 6 sections with over 50 types of documents. Previously, they were scanning these documents into their digital archive system, DocumentMall, by using coversheets to differentiate each section of the sales deal jacket. Cover pages meant that they had to deal with managing an extra 1.2 million documents. Additionally, sales deal jackets needed to be approved by management prior to being sent to DocumentMall. This automotive retailer was in need of a solution to automate document approval and storage that required little user intervention.

The Solution

FabSoft introduced an effective solution that would alleviate all of their document issues. In order to simplify archival to DocumentMall, FabSoft implemented Modular Object Scanning Technology (MOST). MOST integrates with Ricoh MFPs to allow documents to be scanned and routed to various devices right from the MFP screen. MOST also interfaces with their ADP system and makes information stored in this database available at the MFP screen. When an employee receives a new sales deal jacket, they walk up to the MFP and query the ADP system from the MFP screen. They can search by customer name, VIN number, phone number, etc. in order to find and select the deal that the new vehicle paperwork is regarding.

Next, since there are 6 sections to the sales deal jacket, the user would select the section type from a drop down list and scan that particular section. Upon scanning, the document is automatically sent to Document Authority Control (DAC), which is a web interface that enables users to view, approve and edit documents. DAC informs the appropriate sales manager that there is a document that needs to be reviewed. The sales manager reviews the section of the deal and once he/she approves, it is automatically archived to DocumentMall. Documents are archived with 30 different indexes, according to the deal and section type that the user previously selected with MOST. So if a document is needed in the future for reference, auditing or legal purposes, searches can be performed using these indexes for quick retrieval.

FabSoft's MOST and DAC improved the automotive retailer's workflow by providing them with a more efficient, automated workflow. Now, they can manage documents, on demand, and from the convenience of the MFP screen. Additionally, documents are routed for approval and intelligently archived to DocumentMall, without any involvement from the user.

The Benefits

- Perform real time lookups from backend databases right from the MFP screen

- Automatically route documents to the necessary people for review and approval

Industry
Automotive

Solutions Implemented
Document Authority Control
Modular Object Scanning Technology
Reform Enterprise

Processes Automated
Document Approval, Archiving

Automotive Retailer

Automotive retailer implements FabSoft solutions to automate document approval and archive processes

- Since documents are delivered just in time, they are processed at a quicker rate

- DAC is web based so documents can be viewed from any location

- Ensure documents are archived and indexed properly

- With over 30 different indexes, thorough searches can be performed in order to quickly retrieve documents