

CASE STUDY

- FUJIFILM GRAPHIC SYSTEMS UK



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www.tipac.net



0843 289 1054



@Tipac



sales@tipac.net



tipac-ltd

Fujifilm Graphic Systems UK uses Tipac's Content Management solution to cut filing time and make information instantly available.

'All the paper documents flowing into our department required hours of manual sorting and filing each week by our graphics team. With the DocuShare and ConnectKey solution, that's now down to just minutes a day, and the department is virtually paperless.'

- Paula Prior, Deputy of Customer Service and Administration Manager, Fujifilm UK

THE CHALLENGE

Fujifilm Graphic Systems UK supplies print equipment and consumables to the printing industry – everything from major magazines and publications to t-shirt printing companies. Every day hundreds of paper-based equipment orders – ranging from a single page to over 40 pages – as well as contracts, correspondence and order inquiries stream into the division's customer service department.

Traditionally, these documents, both paper and electronic, would have to be sorted by hand, matched with the corresponding customer account, and then physically moved to a storage area for manual filing.

With more than 20 filing cabinets in the storage area, the process was time-consuming and potentially error-prone. Filing errors were a critical concern, especially when involving contracts in which it was crucial that every page and every signature be readily available for review. Failure to do so could have customer service impacts and potential legal ramifications.

Based on the above challenges, Fujifilm Graphic Systems UK turned to Tipac to help them automate and simplify their document capture, filing and retrieval of all their documents, both paper and electronic. Failure to do so could have customer service impacts and potential legal ramifications.



THE SOLUTION

Working closely with document management and automation experts from Tipac, the Customer Service Department of Fujifilm chose their Content Management solution to create a scalable repository that helps ensure compliance, security and ease of access.

Tipac, Ltd. provided in-house support, setting up a solution to capture paper documents from a multifunction printer (MFP), and digitizing them to store and manage in a content management system. Tipac provides customers with imaging and document management solutions like this, and services such as regular upgrades and adding new solutions as required.



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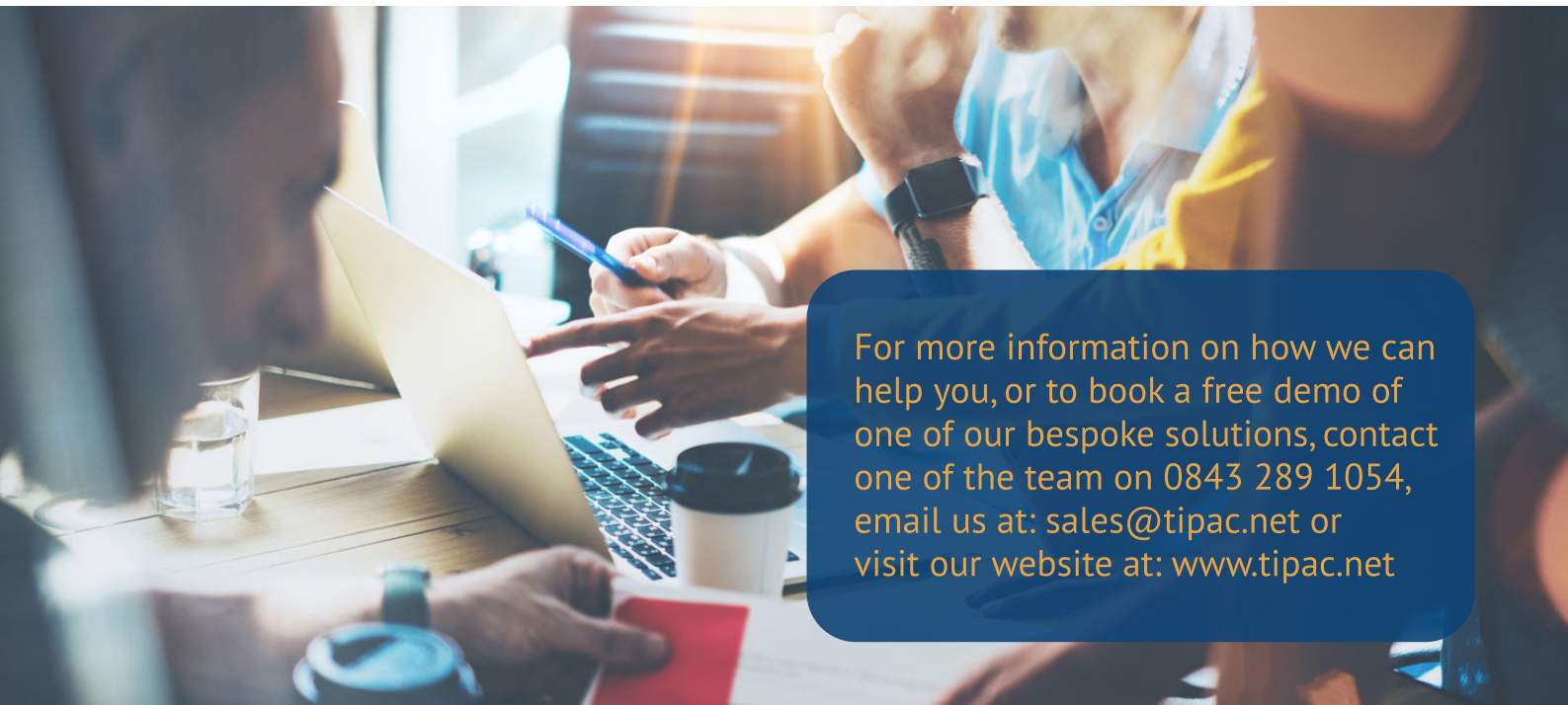
As of today, the department of 20 plus staff members and managers use a centrally-located MFP with ConnectKey® technology to scan documents directly into their content management digital repository. Employees now gain immediate, secure access to digital documents at the printer using their IDs. Multiple users can now access the same updated document simultaneously, thus streamlining workflow. But capture capability with ConnectKey is just the tip of the iceberg when it comes to Tipac's Content Management solution.

Tipac's Content Management solution is one of the most intuitive and user-friendly enterprise content management (ECM) platforms available today. And it's just one of the many solutions Tipac offers to help automate and simplify customers' lives. Our full portfolio spans industry- leading, MFPs with innovative ConnectKey technology, next-generation managed print services (MPS), workflow automation and digital transformation. The best part? This Content Management solution integrates seamlessly with all of these offerings to add value to customer investments.

THE BENEFITS

Thanks to the Content Management solution, managers and staff at Fujifilm Graphic Systems UK are saving time and money previously spent on paper and postage every day. With no need to manually sort, number and file the hundreds of documents and emails that arrive daily, filing that used to take hours every week now takes just minutes each day. Documents are scanned directly into the Content Management repository via a MFP and ConnectKey as they arrive. Plus, documents that were previously stored in filing cabinets in another part of the building are now always at every authorised worker's fingertips via their computer. And those 20 plus filing cabinets mentioned before? Gone. All those documents have been scanned into the repository, greatly simplifying the process and freeing up office space for more productive purposes.

Paula Prior, Deputy Customer Service and Administration Manager, tells of a salesperson who contacted her office in dire need of specific information from a three-year-old, 30-page sales contract. What previously would have been a monumental undertaking was accomplished in just a few keystrokes. The salesperson had their information in minutes thanks to Tipac's Content Management solution..



For more information on how we can help you, or to book a free demo of one of our bespoke solutions, contact one of the team on 0843 289 1054, email us at: sales@tipac.net or visit our website at: www.tipac.net