

KONICA MINOLTA GUIDES MANUFACTURING FIRM THROUGH FIRST STEPS OF DIGITAL TRANSFORMATION

IMPROVES OPERATIONAL EFFICIENCY BY AUTOMATING WORKFLOW, REDUCES PAPER BY DIGITIZING RECORDS

THE CHALLENGE

A family-owned New England manufacturing firm realized their accounting department was overwhelmed by paper, which was affecting their operational efficiency and ability to provide the high level of customer service that they desired.

The company had implemented SAP, but realized there were deficiencies in removing paper from processes, and that processes for fulfilling Customer Service requests were inefficient. There was a lack of compliance, and no disaster recovery in place.

THE SOLUTION

Konica Minolta recognized that in order for the firm to be successful, they needed to suggest the following:

- Backfile conversion to free the organization from paper records and provide a higher level of safety from natural disasters – BPO Conversion Services
- A capture process to allow for a go-forward paperless environment – Square 9 Global Capture
- The benefits of automated workflows for efficiency and accountability – Square 9

By following the guidance of Konica Minolta consultants, the manufacturer achieved the higher level of efficiency they desired. Plus, by taking the first step toward their digital transformation with the digitization of their records, they were better prepared should an unexpected flood, fire or wind storm destroy their physical location.

BUSINESS IMPACT/BENEFITS/VALUE:

- Improved Customer Service experience by reduction of customer response time
- Improved Operational Efficiency
- Modernized Technology
- Disaster recovery in place
- Better cash flow management

This case demonstrates how improvements in one department can impact the well-being of the entire company.



WHO

Manufacturing Firm

WHAT

U.S.-based manufacturer of Home Décor

WHERE

New England

SIZE

Approximately 500 Employees

SOLUTION

Square 9 GlobalSearch
Square 9 GlobalCapture
BPO Scanning



"Since using Square 9 we have seen a significant improvement in cash flow as a result of an increase in collection ratios. An added bonus of Square 9 is that our A/R staff can efficiently work remotely or in the office with access to all necessary documents at the touch of a computer key."