

From the Source

SUCCESS STORY

A Scanning Solution for a Manufacturing Client



Background

Our Client is a large manufacturer of rubber and silicone molded machine parts, as well as responsible for maintaining the machines that make them. They have 5 production facilities across the world and have been serving their customers since 1965.

The Challenge

Our client has experienced growth over the last few years. While a good problem to have, it began to create challenges for them. Their administration needed to hire five new team members to be able to manage their current workload, and another two or three within the next year.

One of the main challenges they were facing: they needed more office space to accommodate the new hires.

Their industry by nature was very paper-intensive, and almost all of their documents had to be kept for the duration of the life cycle of the machines they provided maintenance for. ***This created a need to have large filing rooms for all those documents.***

The Solution

During one of our regular account review meetings, we discussed our ability to perform ***Scanning as a Service***. Together, we identified the fact that they had quite a bit of square footage dedicated to storing paper documentation. We offered a solution for scanning all of the documents and, on the spot, assessed the scope of the project.

What did this look like?

- Over 1,200 paper-based manuals needed to be scanned with OCR (Optical Character Recognition) for searchability and ease of use for their techs.
- We offered to pick-up and store their manuals in our facility while scanning them and providing them with access to those documents as needed.
- We also set up a secure cloud portal to manage the files and provide them with peace of mind in knowing that their documentation was safe.

The Results/Benefits

- 1 Their techs can now easily search parts manuals by searching for keywords and/or part numbers
- 2 Their techs also have immediate access to their documents (saving them time and the company money!)
- 3 Internal productivity increased
- 4 More space was made available for their remodel (which was done ahead of schedule!)
- 5 The company was able to hire their desired five team members

More Information:

Their technicians can log on to their secure cloud portal (from any device) and search parts manuals with ease by searching for keywords and/or part numbers. Having immediate access to their documents during the scan project allowed them to stay on pace and deliver their products and services to their clients with no issues. Their internal productivity increased, all while immediately creating more space for their remodel, which was done ahead of schedule. This allowed them to hire the five new team members and have a clear path for years to come.



The Good News...

Partnering with clients to ***solve key business issues*** is critical to a healthy business relationship. Our internal business lifecycle process to continually follow up with account reviews to ***optimize and leverage*** all of the technology available to us is a major part of our success. We have the capability and capacity to help all our clients and future clients with similar business process improvements.

Interested in learning more? Reach out today, or visit waltzbusiness.com.



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