

Industries: Logistic

Challenges

Being a paper-intensive industry, logistic companies face a growing volume of documentation, such as Invoices, Delivery Orders, Custom Clearing Documents, SIRIM Certificates and many other supporting documents. To manage the growing documents, extra human administrative and storage space are involved, resulting to an increase in operation costs.



The high volume of documents further complicates physical document retrieval process. By having branches nationwide, documents are stored in a silo methodology in all branches. As information shattered around all places, retrieving the required document becomes cumbersome. For instance, when Account Department in Head Office prepares billing and requires relevant supporting documents, there is a hassle to access to the requested information because documents are located at respective branches. Sending physical document back to Head Office increases the risk of document damage or missing during

transporting. To complicate the issue further, replacing missing document is difficult especially document that requires customer acknowledgment, such as Delivery Order, not to mention degrading the companies' reputation.

The difficulty in retrieving document subsequently brings problems to various departments. Customer Service Department takes extra time to respond to customer enquiry. Poor customer service drives customer away. Chances of discontinuance of business happen, resulting to the loss of profit. The nature of the business requires the Account Department to deliver the signed Delivery Order to the customer in order to facilitate payment collection. In the event where Delivery Order could not be traced, there will be no way to prove that the item has been delivered to the customer. The customer often would not pay for the bill, bringing trouble in payment collection and possible high debtor days.



Solution

To replace the old fashioned paper-based filing system, documents will be converted into digital format and archived in **eDMS** centralized repository that supports multiple storage methodology such as Local, NAS or SAN, making information sharing easier than ever. Information sharing standardization allows employees from all branches to have simultaneous access to similar digital document, helping companies to facilitate the entire business operation without a hitch.



Meeting the security needs, **eDMS** implementation enables automatic backup of vital documents in a routine manner. Backup data are safeguarded in a remote location, helping the firm to meet the requirements for Business Continuity Planning in the event of disasters.

For retrieval purpose, **eDMS** Indexing function allows employees to associate a document with specific search keywords, such as Customer Name, Purchase Order Number, Delivery Order Number, Invoice Number, etc. **eDMS** Zone OCR Index function (Optical Character Recognition) is able to capture data on the Zonal Area of the scanned image into respective index fields as search keywords. While **eDMS** Barcode Recognition function can instantly read the barcode value found on the scanned document as search keyword, helping to reduce the time-consuming and error-prone manual data-entry process.

eDMS features three Search functions (Profile Search, Simple Search, Content Search) that enable instant and accurate information retrieval. The flexible Search capabilities allow employees to retrieve requested information with just the clicks of buttons, reducing their response time to customer enquiries from hours to seconds.

The conventional email messaging requires user to save the retrieved document on the PC local hard drive, launch the email programs (Lotus/Outlook), attach the saved file to the email in order to circulate the relevant document. With **eDMS** Email feature, user can promptly attach the retrieved documents directly from the system to the system's Email, reducing time for information sharing.

After the implementation of **eDMS** in the company, the needs for physical documents for day to day operation have been reduced tremendously. Information can now be retrieved directly from **eDMS** repository anywhere and anytime, cutting down the risk of document missing, damage or misfiled.

Benefits

The implementation of **eDMS** improves business operational efficiency. Information is now accessible instantly from all branches simultaneously, reducing the business process turnaround time. As document retrieval process is accelerated, the company is able to deliver a better customer service. Subsequently, improves customer relation. Most importantly, the inherent paper problems that deter payment collection no longer happen. With just a few clicks of buttons, the Account Department is able to retrieve the required documents to support the billing. By using the **eDMS** Email function, retrieved documents can be instantly distributed to customers as a Proof of Delivery. In summary, logistic companies would be able to improve business efficiency and productivity. While keeping a low operation cost, higher revenue can be generated.

