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CASE STUDY

MANUFACTURING INDUSTRY

Rockdoor Ltd.

Rockdoor accounts department delivers solid performance with eCopy

CHALLENGE

- Needed a more efficient way to file and retrieve vast amounts of paperwork from off-site storage facilities
- Needed to reduce the amount of time spent manually searching for paper documents archived in filing cabinets and locating misfiled documents
- Needed to establish paperless workflow that required little training and could instantly benefit the Accounts Department
- Needed to implement a solution that leveraged existing networked office equipment and software applications

STRATEGY

- Installed eCopy ScanStation® on existing Canon digital copier
- Streamlined workflow by converting paper documents into electronic files for simple search and retrieval
- Utilized eCopy Quick Connect™ to scan paper directly into existing Scanfile document management software right from the copier

RESULTS

- Leveraged existing networked copier and document management software
- Significantly increased employee productivity by employing an easy-to-use solution to search and retrieve digital files instantaneously
- Improved customer service levels by reducing the amount of time to locate critical information

- Other departments noticed the significant improvement in efficiency and would like to implement the eCopy solution into their electronic workflow

ABOUT ROCKDOOR LTD.

Rockdoor's products live up to the company's name, a totally engineered system leading to a door that is virtually indestructible. The Blackburn, Lancashire, UK based firm manufactures doors for homes, businesses and even stables that are designed to be totally secure and provide complete assurance and peace of mind. The doors can even be bulletproofed. Rockdoor has sixty employees and supports a dealer network throughout the United Kingdom.

"With eCopy, proof of customer deliveries are accessible with a mouse click instead of the five to ten minutes we each used to spend searching in the Archive Room."

— **Darren Chesney**
Managing Director
Rockdoor

LIKE MANY BUSINESSES TODAY, ROCKDOOR'S ACCOUNTS DEPARTMENT WAS BURIED IN PAPER...

and management believed there must be a better way to process hardcopy documents. The Department, with a staff of four, not only had to hand-file paperwork in filing cabinets, but also frequently had to retrieve that paper when a customer proof of delivery or other backup document was required. Assuming paperwork was filed correctly in the first place, it would take five to ten minutes of valuable staff time to locate the appropriate document. The staff needed to locate many documents a day, which resulted in hours of time spent searching per week. If a document was misfiled, which could easily happen in such a busy environment, it could take even longer.

“Delivering peace of mind to our customers with reliable, safe and secure doors is our primary company mission. Now we have peace of mind in the Accounts Department as well, knowing that all of our important documentation is simply a mouse click away.”

— **Darren Chesney**
*Managing Director
Rockdoor*

“WE WERE LOOKING TO DEVELOP A PAPERLESS PROCESS FOR OUR ACCOUNTS DEPARTMENT”...

Darren Chesney, Rockdoor’s Managing Director, said, “We also believed that once we established a paperless workflow in Accounts, there would be other departments within the company that would be interested in the same type of solution.” With this in mind, Darren invested in an eCopy ScanStation to augment Rockdoor’s Canon copier. Since the company had also invested in Scanfile document management software, Darren streamlined the process of passing scanned paper work directly to this software system by using eCopy’s Quick Connect capability. eCopy Quick Connect enabled Rockdoor’s staff to index and pass scanned files to Scanfile by simply pushing a single button at the copier.

WITH THE NEW CONFIGURATION...

Darren reports that Rockdoor’s Accounts Department can now scan and index all Accounts documentation into Scanfile for easier archiving and retrieval. He also found the system to be easy to use and require very little operator training.

Darren says, “In the past, each time we had to retrieve a document from storage, it could take five to ten minutes or more. Now, anyone on staff can retrieve documents almost instantaneously. This has saved us a lot of time and we are seeing much better levels of productivity in our document administration.”

According to Darren, the warehouse department will probably be the next Rockdoor department to benefit from eCopy. He adds, “Delivering peace of mind to our customers with reliable, safe and secure doors is our primary company mission. Now we have peace of mind in the Accounts Department as well, knowing that all of our important documentation is simply a mouse click away.”

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