

IQmfp from Informa Software

Case study: Electrical Utility Supply Distributor

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IQmfp

IQmfp combines the utility of HP multifunction printers (MFPs) with the efficiency of the ImageQuest electronic filing system to create a simple solution for eliminating the cost and burden of manual paper processes

Informa Software is an HP Solution Business Partner and industry-leading developer of imaging, workflow and document management solutions.

Informa's ImageQuest products, powered by HP scanners and MFPs, offer organizations and departments of all sizes an easy-to-use document capture and filing system.

Benefits and Features

- Increased office efficiency and employee productivity by providing immediate access to files and by eliminating misfiles and lost documents
- Eliminated the costs and wasted time of distributing documents via fax, courier and mail
- Reduced hard costs associated with physical storage of documents and paper records
- Improved compliance through simple access to all necessary documents
- Integrated IQmfp with other mission-critical applications and workflows to effect further efficiencies
- Improved customer service by ensuring fast responses to customer inquiries through easy access to electronic documents
- Reduced printing costs and power consumption

Document Capture and Management for Gresco Utility Supply

Customer Problem

For almost 50 years Gresco has been the lifeline for leading electric service cooperatives, municipals, utilities, and contractors, enabling them to fulfill their commitment to every customer. With Gresco's large inventory, which is entirely devoted to electric utilities, and warehouses in four states, Gresco offers a single source for electric utility needs.

With over 300,000 square feet of warehouse space, valuable time and resources were wasted tracking paper documents for accounting, shipping, and IT. Inefficient manual processes created delays and negatively impacted customer service. While in the business of warehousing and delivering utility supplies, Gresco was not in the business of storing and retrieving paper.

Informa Solution

Informa Software deployed IQmfp along with nine HP 4345 MFPs spread across each of the company's locations in the Southeast. Now, the company is able to scan, archive, and retrieve all documents, including invoices, packing slips, etc, quickly and easily, allowing each department to work more efficiently. IQmfp has reduced the hassle involved in maintaining all of the company's documents. In the near future, the company will be adding HR documents to the solution to take further advantage of efficiencies now available to them.

Business Results

- Improved customer service through the ability to send requested documents to customers nearly instantaneously, paring down a ten-minute process to one that now takes under a minute
- Reduced paper and postage costs, as all documents are available electronically, easily sent via e-mail or fax
- Company can now scan and shred all incoming documents, saving valuable space while still maintaining an archive of all their documents
- Warehouse is now able to access all shipping documents quickly, resulting in less time spent on each order and more orders fulfilled per day
- Instrumental component of project that will eliminate need for COLD storage, creating significant additional savings