DIGITECH SYSTEMS

Case Study Facts:

CLIENT: Amherst Label

DIGITECH SYSTEMS RESELLER: **New England Document Systems**

PROBLEM: Managing order packets on paper was time-consuming, slowing down production operations in sales and AP.

SOLUTION: ImageSilo® and PaperFlow™

RECOGNIZED BENEFIT: Achieved prestigious certification for environmentally friendly label production business processes, while advancing efficiency and saving substantial costs from paper, storage, and related labor.

Green Tech Sustainable Technology

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L.I.F.E is Easier with Enterprise Content Management (ECM)

Amherst Label manufacturing company is a family-owned, veteran-owned business of 50 employees that produces labels for any need. Their innovative success and customer service fulfill thousands of orders per year, which used to be managed on paper. After implementing ImageSilo and PaperFlow to automate production processes, Amherst Label won a prestigious certification for their paperless efficiency.

The Situation

With over 40 years in the label and specialty printing business, Amherst Label's dedicated team is an industry-leading force in customer service and innovation. They create custom label products for various industries across the nation. From food labels, to award-winning prescription bottle labels, they prepare and ship all products in house using one of three processes: digital, silk screening, or flexography. This three-in-one label manufacturing company packages 7,000 orders per year, which were printed, managed, and filed on paper. This added up to 30,000-50,000 hardcopy pages per year!

Key Benefits

- Achieved L.I.F.E certification—1 of 19 companies in North America
- Reduced 65 days per year in finding information, saving $12,220 annually
- Freed up 300+ boxes in paper storage, allowing two new sales offices, saving $5,160 in storage-related costs
- Saved $269,520 in four years since implementation.
- Implemented and trained staff within just one business day

AMHERST LABEL

Amherst uses the LabelTraxx application to compile each order packet, including the purchase order, quote, and any other relevant documentation. These were printed from LabelTraxx, stapled, and filed away until the order was sent to AP for invoicing. Nye Hornor, VP of Amherst Label Sales and Marketing said, "I'd have so many issues with people trying to find a filed copy for AP invoicing, or for a customer service call." Since paper was untraceable, it could take a sales person up to an hour to find the right order packet, depending on how well the information was tracked. Once orders were complete, they were archived in boxes throughout the office. "The AP department alone took up 300 boxes worth of space," Hornor said. The customer service, sales, and accounts payable (AP) teams were constantly chasing paper and trying to track documents to keep up with orders, and provide timely customer communications. Hornor knew they needed a paperless solution to increase efficiency, but he was also looking for a solution that allowed Amherst Label to become environmentally certified with the Label Initiative for the Environment (L.I.F.E). A L.I.F.E certified company must pass a rigorous review by an independent auditor and be renewed every two years. "We were looking how to eliminate the need for paper, minimize copies, and increase our ability to track documentation, so we could attain this certification and improve processes," Hornor said.

The Solution

Hornor worked with New England Document Systems, a Digitech Systems reseller, to implement a paperless solution that would meet Amherst Label's goals. ImageSilo, an award-winning cloud solution, was seamlessly integrated with their LabelTraxx application. It took less than a day to implement, and staff who started training with the system that morning, were comfortably using the system by the end of the day. "We were up and running immediately," Hornor said. With production-related materials as the focus for the implementation, two basic projects were created on ImageSilo for Amherst Label: A Sales Packet to manage all order and customer documentation, and an AP Packet to manage invoices. PaperFlow was also implemented to convert paper documents to electronic files and help index information into ImageSilo, so staff can easily scan and save information immediately to an accurate spot.

Recognized Benefits

After implementation, Amherst Label was awarded the L.I.F.E certification, making them one of only 19 companies in North America to achieve this distinction. To maintain this environmental distinction, their staff now complete day-to-day scanning using individual desk scanners with PaperFlow software, and everything is retained under a unique ticket number in ImageSilo. Authorized sales and AP staff access and upload any necessary documentation to complete an order, without chasing paper, and production people also have the ability to log in to confirm order information. Business processes are quicker, trackable, and highly secure. "LabelTraxx creates a ticket number for each order, and then uploads all related package documentation into ImageSilo, so now we can pull up an order by ticket number in less than a minute," Hornor said. ImageSilo also allows staff to search by date, purchase order, customer name, or quote depending on the need to pull information. "Accounting people got excited because they were able to improve the efficiency of their records retention processes," Hornor said. He was especially thankful for the speed and simplicity enabled by ImageSilo. Since staff could be searching for files two hours per day, they saved about 65 days per year in searching for information. Honor explained in real-time, "I just now opened ImageSilo on my phone, typed in a ticket number, and now I can see everything about that order, including emails with the related customer. That took less than a minute. This is powerful information without having to search for and go through a physical file." Amherst Label's customer service is second to none, and ImageSilo helped increase their speed and ability to meet customer needs within minutes of a customer call or walk-in. "The flexibility we offer is what differentiates us from all competitors, and ImageSilo helped us maintain that service," Hornor said.

> *"We were officially certified as an environmentally friendly manufacturing company thanks to ImageSilo®."*
>
> -Nye Hornor, VP Sales and Marketing, Amherst Label

> *"ImageSilo® added to how we run our business processes, making things smoother, quicker, and allowing secure access to information whenever we need it."*
>
> -Nye Hornor, VP Sales and Marketing, Amherst Label

Their information accuracy has also increased with efficiency. Hornor's team utilizes PaperFlow's Match and Merge feature, which matches an index value with information in a database to streamline indexing. "The system provides amazing visibility that accurately describes the history of our records, so sales can keep an accurate track of orders," Honor said. "We've never had to call for technical support because the system is that good." Now that Amherst Label is paperless, ImageSilo keeps all files secure and PaperFlow keeps indexing accurate. Staff are able to scan in and accurately store any necessary information, including artwork for labels! This eliminated inefficient reliance on box storage. Before, about 300 boxes were used in AP for holding packaged information. ImageSilo freed up that space, which is now two offices for sales people. This enabled better compliance with regulations by providing information needed for audits without digging through boxes for files. Only a couple boxes retain physical files according to regulations, but 98% of their records are now retained and electronically sent for banks or auditors automatically.

Hornor explained that their investment in ECM is allowing Amherst Label to stay competitive and continue to grow. Since they no longer need paper and printed order copies for each department, they saved $3,000 annually in paper costs. They have also saved $660 annually in boxes, $3,000 in storage costs, and $1,500 in storage labor. Because ImageSilo has simplified and saved time on operations, the 65 days saved in finding information, at an average hourly rate, equals $12,220 saved annually! Hornor said, "We have not recently hired a full-time person because we're using ImageSilo, which has saved us $47,000 in salary." In the past four years since implementation, Amherst Label has saved a total of $269,520. Hornor is looking forward to implementing the ECM solution for Amherst Label's human resources department to help streamline on-boarding processes and save even more time and money on managing employee-related data and documentation.

About New England Document Systems

New England Document Systems has provided document imaging, process automation and storage services to the region's businesses for over 35 years. Their long list of satisfied clients includes small to mid-size firms as well as Fortune 500 companies in a broad range of industries, including medical, financial, business, retail and education. To learn more about New England Document Systems, visit www.nedocs.com or call toll free at 1-800-340-1171.