



BRINGING THE POWER OF TOMORROW TO BUSINESS TODAY

SOFTWARE: OnBase – OnBase Web
OnBase Disconnected Scanning
OnBase Production Document Imaging

EQUIPMENT: 2 Canon 5020 scanners

APPLICATION: (Manufacturing) Project Files

Snap App

CHALLENGE: Customers process called for creating job # in their line of business application along with multiple invoices and purchase orders for the defined job. Multiple departments from Engineering to Accounts Payable create their documentation and place it in a manila job folder. The customer also has a remote branch in another state performing the same operations and then physically mailing the job folders to corporate each week.

With several different departments viewing 1 job folder the challenge was to create a defined business process which will allow for multiple designated employees to perform a search on job “folders” electronically from the branch level to corporate once all job documents have been executed per the business process.

RESOLUTION: By implementing OnBase, the customer was able to eliminate the mailing of job packets from the branch location to corporate there by saving costs. OnBase Disconnected scanning allowed the branch location to operate a production scanning operation environment while automatically scheduling a file upload during off peak hours to commit images to the corporate OnBase server. Employees are now able to remote into the OnBase system through a web based environment to email, fax or modify document types within the defined job #. The customer increased their customer service by allowing for immediate access to job folders that were previously either in transit or “illegally” sitting on employee’s desks for an unidentified amount of time.

FUTURE APPLICATIONS: Other future applications include workflow, document retention, email archive, COLD and Application Enabler.

CONTACT LEVEL: End users, Engineers, Customer Service

CUSTOMER COMMENTS: OnBase has gone beyond what we imagined. We realize that OnBase workflow will allow us to scan in job folders at the beginning of the process and drive our business instead of the end of the process with no business rules or processes.