

Intelligent Process Automation

CaseStudy

Manufacturing



- **Industrial manufacturing equipment supplier**
- Second generation family owned manufacturing supplier
- Digitizing and automated packing slip handling & retrieval
- Automated data entry and document handling for 3,000 monthly packing slips with docAlpha

Situation:

Herrick relies on its DocuWare enterprise content management system to store and retrieve packing slips, but manually document handling and data entry was too slow and produced too many errors. Lack of timely access to packing slips had the potential to negatively impact customer service.

The Problem:

Herrick Industrial Supply's customer service staff has difficulty digitizing packing slips and other customer documents, so they could be stored and retrieved from the company's DocuWare document management system. Without an efficient, digital system in place, the Herrick staff would have to wade through hundreds of files while a customer waited for response to a shipment inquiry.

The Solution:

Automate packing slip scanning and document uploading and profiling by integrating Artsyl's docAlpha intelligent process automation platform with the company's DocuWare enterprise content management system.

- Artsyl's docAlpha Intelligent Process Automation Platform provided
 - Document capture, automated sorting and classification of documents.
 - Indexing, Filing and Data entry to DocuWare
 - More timely access to documents and data for customer service and support
- DocuWare documents/metadata are captured from packing slips automatically —eliminating hours of manual filing and data entry.

Results and Benefits of Intelligent Process Automation

- Elimination of manual data entry errors
- Scalability; allowing the staff to manage 3,000 monthly packing slips in a timely manner to improve responsiveness to customer inquiries
- Mitigation of fraud risks by minimizing lost documents
- "It's lightning quick compared to the alternative"