

A Digitech Systems Case Study



Case Study Facts:

DIGITECH SYSTEMS RESELLER:

Document Imaging of the Southwest

PROBLEM:

Needed a trusted vendor whose products could meet their customers' business process automation needs.

SOLUTION: the complete Digitech Systems ECM product suite.

RECOGNIZED

BENEFIT: Are able to help companies manage the complex interactions between people, processes, and technology.

Document Imaging of the Southwest Is Prepared for the Future of ECM

Business savvy Mike and Tsenre Deveraux were looking for an opportunity to get into the growing Enterprise Content Management (ECM) industry. Despite having no background in ECM and little in technology, Mike and Tsenre knew they needed to partner with a software vendor that offered a complete ECM product suite that could meet the current and future data management needs of their customers.

Since becoming a Digitech Systems value-added reseller (VAR) in 2006, DISW has established themselves as experts in ECM technology. This has helped them keep up with the evolving needs of their customers, increase revenue, and grow their business.

Business Goal

Founded in Albuquerque, New Mexico in 2003, DISW started out as a small scanning bureau helping organizations convert paper-based documents to electronic files. The state of New Mexico has historically been slower converting to cutting-edge technology, but Tsenre thinks that is about to change. "We're starting to see a breakthrough in software sales more recently, which may be a sign of the times. Businesses in New Mexico are finally catching up to the technical world," she said. Today, many businesses are still asking to digitize their documents, but some are starting to make a new request.

Now, customers are looking to reduce costs by automating time-consuming tasks like manual data entry and approval processes, such as invoices. Business process automation (BPA) technology helps organizations achieve this goal, so Mike and Tsenre knew if they wanted to continue to grow, they had to offer emerging BPA technology. "It became very apparent if we wanted to keep growing our business, we needed to adapt and find a way to meet these new automation needs," said Mike.

The Digitech Systems Solution

DISW became a Digitech Systems VAR in 2006. Since then, DISW has been able to meet the evolving needs of their customers, while enabling them to work with just one vendor. They have expanded their offerings to include cloud and on-premise ECM, scanning and capture services, automated workflow, and forms processing. "The flexibility of the PaperVision® product suite is great. In addition to scanning, we can fill multiple document management needs, including automation. We are a one-stop shop for our customers' data management needs," Mike mentions. They have been excited to find that the Digitech Systems line of products help them meet the evolving data management needs of their customers.

DISW helps customers digitize their costly paper-based processes by using PaperVision® Capture in house to scan their clients' files, and then those electronic files are then sent to PaperVision® Enterprise, on-premise ECM, ImageSilo®, a cloud ECM service, for secure storage and retrieval. Clients the have the choice to further reduce costs by automating time-consuming manual tasks with PaperVision® Enterprise WorkFlow and additional customizable process automation tools.

Key Benefits

- Increased revenue by 55% since becoming a Digitech Systems partner, including a 35% increase in 2019.
- Stabilized cash flow with shorter sales cycles and recurring revenue.
- Streamlined scanning processes by 40% while scanning millions of pages annually.
- Serves as a one-stop-shop for digitization, automation, and data management needs.



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DISW is able to replace clients' current paper business processes with automated processes using automation tools. Thanks to the flexibility of the PaperVision® product suite, DISW is confident they can meet essentially any digitization need of their customers. "We can go onsite, learn what they do, and recreate their current processes in a digital format." Tsenre said.

Business Value to DISW

As a reseller, DISW has built a trusted document management business advancing from their early service bureau days to offering fully automated solutions today. They're helping customers in New Mexico and across the country solve their digital, automation, and data management needs, which has helped them expand their customer base.

Despite scanning roughly 4,000,000 pages annually for their clients, PaperVision Capture helps them scan projects more quickly. "There is no comparison in productivity and time savings—especially with features like match and merge and auto-complete which allow us to create index values with fewer keystrokes." Completing projects 40% more quickly has led to satisfied customers and a growing customer base. "Even our employees prefer using PaperVision Capture, because it has so many functions other capture software just doesn't have. For example thumbnail images enable us to verify image quality much more quickly." said Tsenre.

Overall, DISW sees larger sales that close more quickly thanks to offering a complete product suite. "Clients decide more quickly, because they get a complete information management system from one vendor and can see a more substantial ROI." Mike said. Both clients and the DISW staff appreciate products that have been designed to work seamlessly together rather than having to put together a complete package through integrating capabilities from multiple vendors. As a Digitech Systems VAR, DISW has increased revenue by 55%, including a 35% increase in 2019 alone. They expect this trend in growth to continue, and even increase, as more businesses in New Mexico adapt to managing information digitally.

Best of all, DISW enjoys more control of their cash flow thanks to their relationship with Digitech Systems and the recurring revenue model ImageSilo offers. Customers pay a monthly fee for the cloud-based service, giving DISW consistent monthly revenue that they count on to make strategic business decisions. Offering cloud-based software has helped DISW meet some unique customer needs. DISW is able to help clients quickly enable remote work capabilities to ensure they are able to access information from anywhere, at any time, on virtually any device. This has been especially valuable with the recent COVID-19 pandemic requiring most businesses to have a remote workforce.

"We love PaperVision® Capture! Our staff size varies based on projects, and being able to have remote employees improves our efficiency so much. It doesn't matter where they are, if we need them, they can just login and get to work. We never have to stop the scanners, and project turnaround time has improved by 40%!"

- Tsenre Deveraux, CFO and Director of Production

"ImageSilo® has revolutionized many of our customers' ability to work from home. We are pleased that so many of them took the step into the digital world before COVID-19 pandemic occurred. It would have been impossible for most of them to continue business as usual without the help of Digitech Systems product suite."

-Tsenre Deveraux, CFO and Director of Production.

Conclusion

Document Imaging of the Southwest is dedicated to providing clients with cutting edge technology that helps them reduce costs and improve business processes. Their partnership with Digitech Systems makes them confident that their business is prepared for the future of the ECM industry and beyond. "We take pride in being able to help companies manage the complex interactions between people, processes, and technology. We know we can trust Digitech Systems to provide innovative products that help us meet the evolving needs of our customers." Mike says. To learn more about Document Imaging of the Southwest visit www.docimaging.com.