

A Digitech Systems Case Study



Case Study Facts:

DIGITECH SYSTEMS

RESELLER: Casey Associates, Inc.

PROBLEM:

Wanted to expand business with advanced technology solutions

SOLUTION:

ECMNOW! suite

RECOGNIZED BENEFIT:

Eliminated manual data entry, improved data accuracy, and saved money on operating costs.

Casey Associates Expands Business with PaperVision® Forms Magic

Casey Associates, Inc. was founded in 1984. They install Enterprise Content Management (ECM) systems and provide scanning and digital mailroom outsourcing services to automate processes for their clients. They became a Digitech Systems reseller in 2003 and began using the capture software in their scan bureau. "As the industry changed we knew we had to expand our services into the digital age," said owner Mark Casey. In 2004, Casey Associates further extended their offerings to sell ImageSilo®, a cloud-based ECM, to increase their recurring revenue stream.

Since becoming a Digitech Systems reseller, they have also been able to expand their ECM offerings to their clients. "Since we use the software every day in-house, it is easy for us to get our clients up and running fast," said Casey. "This has allowed us to shorten our sales cycles and expand our business footprint."



EfficiencyNOW

Forms Magic has eliminated manual data entry

ControlNOW

Data accuracy has improved thanks to reduced human error

MoneyNOW

Overtime has virtually been eliminated saving them 300 hours a year



Users require little to no training, reducing implementation times

The Business Goal

When Casey Associates first began, cameras were used to capture pictures of paper for storage on film which was considered cutting-edge technology at the time. "We have been in the document management business for over 30 years and have witnessed many changes," said Casey. "Technology is growing rapidly and if you cannot keep up, you will be left behind."



In the early 2000s, Casey decided it was time to get serious about bringing his business in the digital age. "I had tried a couple different vendors, but they were so expensive I couldn't justify the investment," said Casey. "When I found Digitech Systems, they provided the technology that I needed at half the price other vendors were charging."

The Digitech Systems Solution

Since signing up to be a Digitech Systems reseller, Casey Associates hasn't looked back. In fact, they have been able to leverage recent advances in technology to expand their offerings to include more than just scanning services. They offer automated Accounts Payable (AP) and Human Resources (HR) solutions, cloud and on-premise ECM, e-form integrations, workflow automation solutions, and forms processing. Being able to leverage cutting-edge technology that uses Artificial Intelligence (AI) and Intelligent Automation (IA) has really allowed them to grow and expand their business.

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Today, Casey Associates has almost eliminated manual data entry for not only themselves but their clients. “Thanks to the AI engine that PaperVision Forms Magic uses, we have been able to automate tasks that we used to have to do manually,” said Casey.

Currently, they are using PaperVision® Capture in-house to scan files and extract data directly into their other business applications. This has saved them hundreds of hours of productivity.

According to Casey, “PaperVision Forms Magic has saved us hours of indexing labor and improved the accuracy of our data. Before Forms Magic, I would have had to rely on programmers to set up complicated jobs, but now my average staff members can do it in just five minutes. It’s really that easy to use.”

“We’ve seen the document management industry completely transform over the last 30+ years. Thanks to the ECMNOW! suite, we can help our clients integrate emerging technologies into their business process in order to help them gain time, space and efficiency.”

- Mark Casey, Owner

Thanks to the ECMNOW! suite, Casey Associates is able to find information faster because of the improved accuracy of the data they work with. “When you are manually typing information in from invoices, the human error rate can be very high,” said Casey. “It is really nice to be able to find invoices and purchase orders now because the system extracted the correct data automatically. We have virtually eliminated human error.”

Casey Associates also enjoys selling to an extended customer base. “Now when we have clients that need us to send their data to other line-of-business applications, such as their accounting system for processing, we can set the system up to do it automatically,” said Casey. “Before it was difficult to set up a custom solution for every client, it just took too long, and was cost prohibitive.”

Not only has Casey Associates been able to expand their customer base with advanced offerings, but they have also been able to lower their operating costs. “Last year we lost one of our best operators, but thanks to the Forms Magic technology, I didn’t have to find a replacement for her,” said Casey. “The system automatically verifies the data now and that has saved us over 300 hours in overtime plus \$30,000 a year in salary.”

By far, Casey Associates favorite thing about working with Digitech Systems products is they know they are using a high level of technology that they can trust. “It makes us feel relevant being able to offer solutions that are unique,” said Casey. “It is important to us that we can implement technology that can make our clients lives easier while improving their bottom line.”

Conclusion

Casey Associates is driven by their love of technology and their passion for helping their customers improve their business processes to achieve success. In fact, they regularly help their clients save over \$100,000 per year. “From our headquarters in Kansas City, we serve clients in neighboring states and beyond,” said Casey. “The technology we offer can help streamline any sized organization—from entrepreneurs, government agencies, to Fortune 500 companies—we’ve done it all. Thanks to our partnership with Digitech Systems, we have been able to grow our business in ways we never would have imaged. We proudly stand behind their software, and with our expertise, we’re certain that their products can make the difference for the success of our clients.”