

# A Digitech Systems Case Study



## Case Study Facts:

**DIGITECH SYSTEMS RESELLER:**  
FILEforce

**PROBLEM:**  
Wanted a digital technology provider with outstanding products at a competitive price

**SOLUTION:** the complete Digitech Systems ECM product suite

**RECOGNIZED BENEFIT:** Has configured their business to setup customers quickly and easily

## The Right Technology Partner Positions FILEforce for Success

Started by his parents in 1965, FILEforce began as a stationary business operating out of Rob Heymink's childhood home in Brisbane, Australia. Over the years, the company transitioned through office supplies and furniture, physical filing solutions and signage, and now have a focus on enabling digital transformation for customers.

Since becoming a Digitech Systems value-added reseller (VAR), FILEforce has expanded into digital information solutions and streamlined the onboarding process for new customers.

### Business Goal

Remaining experts in managing business information for more than fifty years, requires business acumen and extraordinary customer service. Both have helped FILEforce remain successful. Several years ago, Rob Heymink, Managing Director, recognized the push toward digital information solutions, and he began looking for a technology provider who would help them meet these needs for businesses.

When reviewing potential information management technology manufacturers, Rob had four critical criteria. First, he wanted a single product suite that would meet every digitization need from scanning to secure storage to process automation. Second, the product suite had to be easy to use but flexible enough to meet the unique needs of many businesses in different industries. Third, the stability of the technology provider's business mattered a great deal. "I didn't want an executive management team who was looking to quickly bloat the company's revenue so they could sell it off and cash out," explained Rob. Finally, he knew that the product would have to be price-competitive in order for him to win sales opportunities.

### The Digitech Systems Solution

"The decision to work with Digitech Systems came naturally," Rob says. "We were already meeting the physical records archival needs of our customers, so moving to digital options made sense as their businesses evolved."

They chose PaperVision® Capture to run their scanning bureau, which converts paper-based information into digital files for customers. PaperVision Capture enables resellers like FILEforce to customize their scanning processes and to provide scanning from multiple operators and locations. "Making our scanning services more efficient, helps us offer fast turn-around on projects and top quality services at a reasonable price for customers," explained Heymink.

PaperVision® Enterprise helps customers who want to keep digital records in-house, while ImageSilo® enables FILEforce to provide a secure cloud repository for businesses who prefer it. Regardless of whether they're managing information on-premise or in the cloud, PaperVision® Enterprise WorkFlow allows FILEforce to automate processes, which has become increasingly important as the popularity of remote workforces continues to grow. Regardless of where employees are working FILEforce gives companies the ability to securely deliver and manage documents while speeding workflows with automation.

### Key Benefits

"Digitech Systems checked every box we needed when looking for a technology provider."

- Stable company with highly engaged executive team
- Simple, but powerful product suite designed to address every element of digital transformation
- "Outstanding" support at every level



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**RECOGNIZED  
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Now, they help businesses to manage records regardless of their preference for paper archives, secure electronic storage on their own corporate network, or electronic storage in the cloud.

## Business Value to FILEforce

FILEforce sees numerous benefits in their partnership with Digitech Systems.

After meeting with Digitech Systems' executive team, Rob feels confident that they're focused on building and running the company rather than a quick exit strategy to line their own pockets. "The company is reliable on every front," exclaimed Rob. "I can rely on their executive team to see into the future needs of the marketplace and design products that will protect my opportunities for years to come."

*"I can describe the support I've received from Digitech Systems in a single word: outstanding! From the front-desk receptionist answering the phones, to the sales and marketing tools, to the technical support team taking care of me and my customers, every aspect has been focused on helping me succeed as a reseller."*

-Rob Heymink, Managing Partner

Heymink also notes the quality of support he's received from Digitech Systems across departments and levels. FILEforce appreciates how quickly technical support answers calls and resolves issues, and they've taken advantage of the sales expertise and repurpose-able marketing materials to help generate sales opportunities. "I can describe the support I've received from Digitech Systems in a single word: outstanding!"

By partnering with the only company providing a fully integrated digital transformation product suite, FILEforce can meet the needs of more customers without the added complexities of forcing them to cobble together products from multiple vendors. "The products are simple and affordable and they meet the needs of almost any business." The PaperVision suite is especially well-suited to helping customers moving from physical filing systems to digital management. "It's about giving employees confidence that they'll be able to find what they need when they need it while keeping information secure," explained Rob.

FILEForce utilizes a consultative selling approach that takes advantage of their decades of business information expertise to help customers solve information-related problems. "It's in our DNA to consider how to make customers more efficient," concluded Heymink. Utilizing PaperVision eForms to capture information about what records a business has and how they are utilized and stored, FILEforce designs customer systems from a deep understanding of their needs.

FILEforce has streamlined the onboarding process for new customers as well. "We don't reinvent from nothing for every customer. The templates we've created include everything from document settings and basic users and groups, to security settings and workflows for common business processes. This allows our customers to simply choose what applies to their situation and modify settings to meet unique needs." In a nutshell, FILEforce customers are able to go digital much more quickly, because of the work the reseller has already done to leverage their deep business knowledge into these quick start templates.

Finally, FILEforce appreciates the recurring revenue generated from ImageSilo, the cloud-based information management option. As the marketplace moves away from physical storage toward digital, Heymink noted the advantage of recurring revenue to his business. "It offers a nice match to our existing business model that brings in ongoing revenue from consumables for T-Glide, our proprietary physical filing system. This match helps our business thrive as the marketplace evolves toward digital."

## Conclusion

Feeling confident he's chosen the right technology partner, Rob looks ahead to more growth and success for FILEforce. As more businesses set digital transformation goals, FILEforce is positioned to help with everything from paper document conversion, to secure storage and retrieval, to process automation. "Digitech Systems checked every box we needed when looking for a technology provider," explained Rob. "We are confident that we'll continue to expand our opportunities and meet more customer needs in the years to come."

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