624 Hours
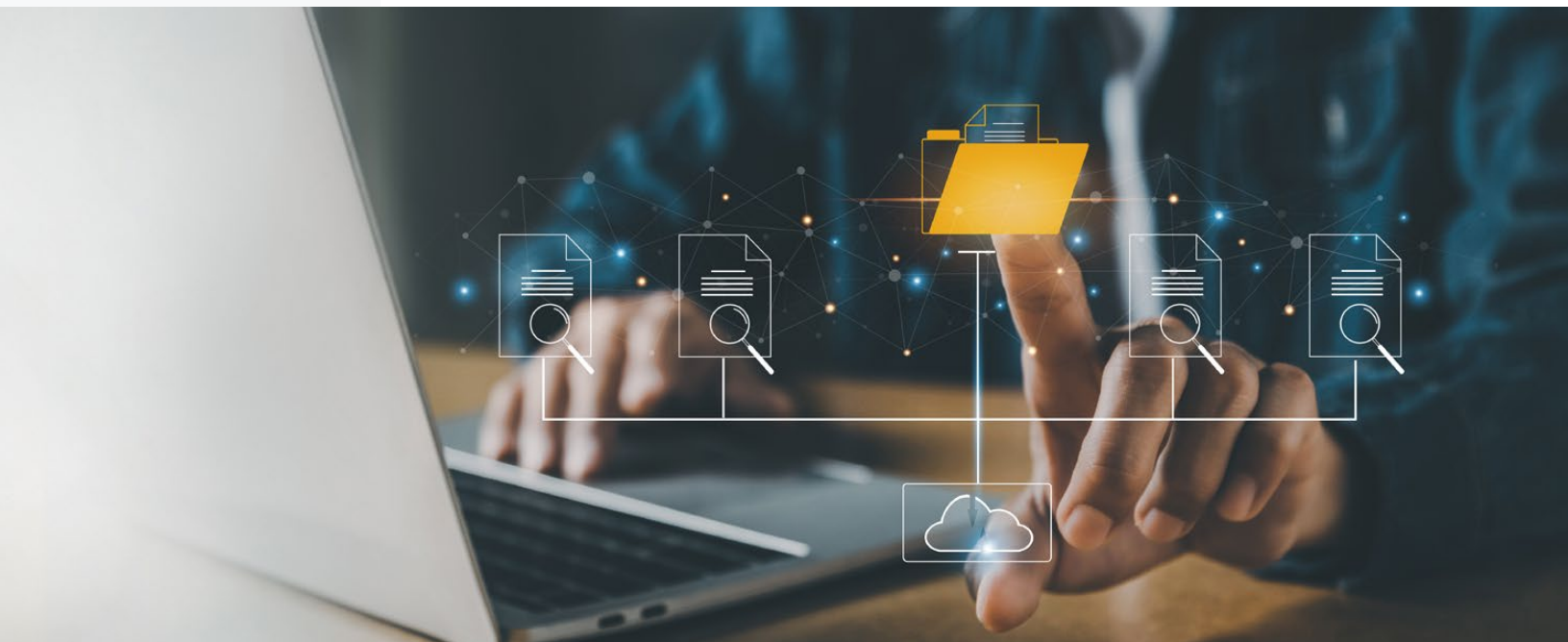of time saved annually, at an approximate value of $7,500

$33,800
saved annually by going paperless

500 sq. ft.
space regained by eliminating filing cabinets

GPC Contracting Advances at the Speed of Automation

Case Study Summary:

Challenge:

Needed an Enterprise Content Management (ECM) system that would adapt while expanding into other markets

Solution:

ImageSilo®, PaperVision® Capture, PaperVision® Forms Magic™ Technology, and PaperVision® Enterprise Workflow

Results:

Improved efficiency, organization, and compliance between main office and onsite teams, saving $33,800 annually in salaries, paper, printing, and storage fees

With over 150 years of experience managing industrial and commercial projects, GPC Contracting Co. knows how to deliver exceptional results for their customers. As a small contracting company, GPC is very specialized in what they do; in particular, they are hired to complete various painting projects, and have recently spread through the market of fracking, oil, and gas as well.

As GPC started to grow into other markets, their information management system did not initially advance with them, creating havoc in their main office. GPC was accustomed to working with a paper-based system, but their Staff Accountant, Stefanie Evans, knew there was a more efficient way to approach business processes with automation. Evans searched for a solution until she found ImageSilo, which was so helpful that adding more automation software became a no-brainer.

The Situation

GPC started with about 20 employees and jumped to 80 when they grew their expertise to fulfill contracts with fracking, oil, and gas

companies. When their clientele base grew, the number of employees working onsite more than doubled, and the number of staff working in the main office did not increase with this growth. This meant that main office workers started falling behind, because their paper management was slowing them down.

GPC's main office manages about 750 documents every week. Approximately 75% of their paper was being scanned and then stored in an outdated ECM system that saved all files on an unreliable hard drive. Some of their files were as large as 500 pages including drawings, images, etc., which were extremely time consuming to file. The remaining 25% of GPC's documents were hand-sorted and physically filed in cabinets at the main office. This manual task wasted 624 hours of expensive employee time each year, and they could not hire more office staff because several filing cabinets left no room for new desks!

Evans recalls the office team always finding it hard to search for anything when they needed it, and they weren't the only staff affected by the paper system. Since all paperwork was

only accessible at the main office, onsite workers had no choice but to travel 2-3 hours out of their way when they needed to submit or pick-up paperwork. This inefficient paper system led to falling behind on payments, and a frustrated onsite team routing documents on foot. "We were managing close to 1.6TB on a hard drive that wasn't working," said Evans, "we were having so many problems filing paper to the point we were going to lose everything. We needed a secure, better way."

The Solution

With the help of Digitech Systems' reseller COMPUCOM, GPC implemented ImageSilo in their main office to solve their storage and connectivity problems. "We put anything you can think of in ImageSilo," said Evans. "The system has all of our documents for AP, HR, client statement invoicing, safety forms and reports, inventory, drug testing, assets, etc." As they realized the benefits of organized storage, GPC added PaperVision Capture to enable indexing and organization as paper documents were scanned. PaperVision Forms Magic streamlined AP efforts by classifying invoices into categories and the extracting important information to automatically create index values without manual effort. And then PaperVision Enterprise WorkFlow was implemented in order to route documents and control assignments more effectively in the main office.

"We needed to be able to scan files into ImageSilo and knew that PaperVision Capture and Forms Magic would be a valuable part of that solution," said Evans, "and then we added WorkFlow. The ability to route information through business processes made everything faster and more effective."

Recognized Benefits

These automation solutions easily integrated with other applications GPC was using; for example, QuickBooks® managed their accounting system and was compatible with WorkFlow and ImageSilo. This allowed easy connectivity with their accountants, and Evans expressed, "You wouldn't know any difference if I printed from ImageSilo or QuickBooks, so now I can print right from ImageSilo." Evans appreciated these integrations because they streamlined business processes and consolidated information between teams.

Now that GPC has an automated ECM system that matches the speed of their successful business, they have recognized valuable benefits that do not go unnoticed by main office and onsite staff. They easily digitize large 500-page files, and currently scan 700-750 documents four times per week just for AP and payroll alone.

"Using PaperVision Capture and Forms Magic, I can put it into the scanner, push a button and walk away for an hour. I can do something else while the documents are processed," said Evans, "because it allowed me to get back to the job that I really need to do." It only took half a day to train onsite workers to use the technology, so they are able to connect their paperwork directly to the main office, and view critical customer or compliance-related information. "It is great to have access anywhere we go, especially with multiple job sites," said Evans. Needless to say, employee morale improved with these automation solutions, and their information is now securely controlled, which made payroll audits and inspection preparation easier.

Evans explained they had a choice to pay a new-hire $25,000 a year to sit, scan and index files—but then they wouldn't have added security or accuracy to their information management. By choosing Digitech Systems solutions, GPC gained control and accuracy of their data, saving a total of $33,800 annually in salaries, printing, paper, and storage costs.

About COMPUCOM

COMPUCOM Inc. provides custom document capture, workflow, and compliance solutions for various industries. Since 1978, they have advised clients how to maintain information while controlling costs. COMPUCOM truly cares about the success of their clients, as they treat COMPUCOM staff and resources as an extension of their clients' company. For more information, visit their website compucom-inc.com or call 412.562.0296

"Most customers these days are used to using computers all the time, so they're fluent in technology. They request a lot of documents from us, and ImageSilo® and Forms Magic™ help us speak their language—Now, I click a button to send documents directly to our customers."

-Stefanie Evans, GPC Contracting, Staff Accountant