



Profit Improvement & Cost Reduction

Documentation Management Service Bureau

Following a period of rapid growth, our client determined their processes and systems needed significant upgrading. Costs were increasing faster than sales – they immediately looked to Information Advantage to provide a solution.

Operations Assessment and Process Redesign

Beginning with an assessment of business processes and information systems, we determined numerous labor hours were being devoted to non-value-added activities such as document filing, copying and mailing. Keeping several disconnected information systems working and synchronized had become a growing challenge.

Working with employee business experts to learn the business, Information Advantage recommended the merging of common operational functions, as well as the introduction of new technology. By leveraging an existing system installed elsewhere in the company, we designed a powerful composite solution costing less than fully customized software. Impressed, top management quickly approved the plan.

Process and Technology Integration Improve Productivity

The new process and system incorporates electronic checklists, integrated bar coding, and document imaging – capabilities to improve productivity and simplify the document review process. Sophisticated Email alerts with embedded Adobe forms simplify the update process. When coupled with customer access to reporting and document images via the Internet, the service bureau product has been significantly enhanced.

The Bottom Line

The business solution has reduced document processing cycle time more than 60%. Paper-flow has been drastically reduced, allowing the department to service larger, more sophisticated customers with ease. Customer service is improved via implementation of Internet access, enabling employees to focus on value-added activities. Gross margins continue to increase.

“Information Advantage learned business quickly, identified likely areas for improvement, and delivered detailed recommendations to improve our processes and systems. They engineered and led the development of an outstanding total solution. Productivity is on the rise. Our employees are now able to manage our business, instead of paper!”

Department Manager,
Service Bureau