



The Distributor's Challenge

Mincron HD is the leading ERP system for hard goods distribution in the United States and Canada. Mincron customers range from small, local distribution companies to large, established organizations with distribution centers nationwide.

N. B. Handy, a leading wholesale distributor of commercial roofing products, HVAC equipment and supplies, sheet metal and sheet metal fabricating equipment is also a long time HD user that utilizes the ERP application to help in their efforts to "adhere to good business practices" according to Angela Isaacs, VP of Information Systems. Like many distributors, the last two years were challenging and forced the company to rethink its costs. What they found was that much could be saved by getting rid of all that paper lying around, and so the search for a document imaging solution began.

IntelliChief™ Document Management For Mincron

It was at a conference that Angela Isaacs learned about IntelliChief™, the new official document management solution for Mincron users. This integrated approach to document management is what differentiates IntelliChief from other document imaging solutions. The relationship with Mincron has allowed for the creation of seamless integration points that enable HD users to capture, create, store, index, search, retrieve, and distribute documents directly from the ERP system without having to get up from their desks or look through filing cabinets.

Mincron's Director of Product Development, Greg Neal, best describes it by saying "After years of successfully working with FastFax™ and Formtastic™, IntelliChief was the natural choice for a complete Electronic Document Management approach. Now that we have the integration with IntelliChief, we can provide a one-vendor solution for our users' paperless needs. This provides more cost saving options to our customers, helps them with their green initiatives, and falls in line with our commitment to satisfy the needs of our clients."

Long time Mincron customers may recognize FastFax, the enterprise faxing and email solution, and Formtastic, the electronic forms and laser checks solution for IBM i (System i, iSeries, and AS/400) users. Combined with IntelliChief, they form the backbone of a company's paperless process management initiative by capturing documents from the moment of their creation or reception (inbound faxes and emails for instance), managing them through workflow, facilitating their distribution via fax or email to customers and suppliers, and finally their archival.

The Paper Problem

When cost cutting is a mandate headcount reduction, negotiation of better terms with suppliers, fleet optimization, review of working hours, and vendor payment terms and conditions are likely to be the first items to make the list. Accounts Payable operations, however, is often overlooked because it is not as visible as other customer-facing processes. Recent research from Aberdeen Group (Accounts Payable Rising, September 2009) confirms this: "Given the potential bottomline impact that A/P can deliver via reduced invoice processing costs, it is surprising that the pressure on A/P to drive costs down, while still the top pressure, has not spiked significantly." So why did N.B. Handy decide to tackle this process area first?

"It wasn't so much what AP wanted," says Isaacs, "but what everyone else in the company wanted, which was access to AP invoices. Invoices would come in, get keyed into Mincron, and then filed in filing cabinets by batch. This was all done manually and when someone requested an invoice, you had to go find the batch number that was associated with that particular invoice and pull the invoice... it was a very time consuming process."

To manually file each invoice and then search for and retrieve it when requested was a painful process during auditing time, as Accounts Payable employee Sherry Franklin recalls, "the auditors would give me a list of invoice numbers that we had to go in and physically look up the batches and pull all the invoices from the filing cabinets and make copies for them." This process could take up to 8 hours, or a person's full day. With a staff of 6 people, it was time they could not afford to lose.

Big Savings in Short Time

Now that N.B. Handy has IntelliChief, all incoming invoices whether received via fax, email, or mail are available electronically from the system.

"Before, when invoices came in and were entered into Mincron, the physical paper itself would be filed away somewhere and the rest of the organization would not have access to that invoice unless requesting AP to go back to their files, make a copy and either email or fax it to somebody" explains Angela Isaacs. "Now that invoice is captured electronically in IntelliChief and users can simply pull up invoices themselves through Mincron's Invoice Inquiry screen. This integration between IntelliChief and Mincron was really a key benefit for us."

According to Aberdeen's research, it could cost up to \$32 more to process a single invoice if you are doing it manually versus using an electronic document management system and over 23 days more to process that same invoice if relying only on paper. Multiply that by the 400 to 500 invoices that N.B. Handy processes per day and you start to see that there are hundreds of thousands of dollars in savings to be had just by eliminating all that paper.

Another benefit of having IntelliChief was the ease of capturing emailed documents. When invoices were emailed to the AP department, the usual process involved printing them out and stacking them before they were processed. "Now, we can just move them over to IntelliChief without having to print them" says Sherry Franklin, referring to IntelliChief's Print Capture function that enables users to electronically archive any PC document by simply doing a "File - Print to IntelliChief" option from their application.

For 3-way matching that the AP department has to do before an invoice is paid, users have two monitors on their desks and they can see both the original purchase order created in Mincron as well as the vendor invoice captured by IntelliChief - displayed on the second screen. "It has drastically cut down on processing time" says Franklin.

When processing expense invoices that require approval, the old method relied on manually faxing or mailing the original invoice to the appropriate manager for approval, a process that could take days. Isaacs explains it, saying "we have all expenses go through an approval process. If it's an expense, then our AP Rep will send those via IntelliChief's workflow which means putting those invoices in the workflow process so they will automatically go to the department the expense belongs to. For example, I approve all IT expenses, so my invoices are electronically routed directly to me. Then I go in, look at it on the screen, make a note on where it's coded to the general ledger and then release it back to AP for payment, all done by clicking the image on the screen." The result: Less time taken for invoice approvals, easier to track where invoices are and why they are being delayed, and ability to escalate and use alerts when an action is required. A process that used to take days now can be done in minutes.

The once painful audits are now easier than ever. "We have a computer set for the auditors. They type in the invoice number in IntelliChief to pull up the image and they see what they need. It's less work for us and much faster for them" explains Isaacs. And Franklin adds that "the auditors are doing all the work without us having to do it for them!" So all those hours that were spent retrieving files for audits can now be used more productively.

Future Plans for Paperless Processing

How happy are the users? "Our users love the new document imaging software, Intellichief," boasts Angela Isaacs, "no longer do people waste significant amounts of time searching for invoices." IntelliChief has been so well received at N.B. Handy that they want to expand its use to other parts of the organization. "We'd like to rollout IntelliChief for Accounts Receivable and our Credit department. Human Resources would be next and we also want to include Shipping, so that we can get proof of delivery captured electronically and right into IntelliChief."

Contact Us Today

If you are a Mincron HD user and would like to reduce costs, eliminate paper and filing cabinets, and reap the benefits like N.B. Handy did, now is the right time. Contact us for a no-obligation consultation and demo of how IntelliChief can take your company paperless.

Call 508-594-2800
email sales@intellichief.com
web www.intellichief.com



World Headquarters
IntelliChief, LLC
13095 N. Telecom Parkway, Tampa, FL 33637
508-594-2800 | fax: 508-339-8343
web: www.intellichief.com | email: sales@intellichief.com

The Formtastic™ and FastFax™ trademarks are the property of Quadrant Software, LLC