



IntelliChief Case Study: Personal Protection Manufacturer Automates Both Orders & AP, Reduces Costly Workflow Pile-Ups with IntelliChief's Paperless Process Management

COMPANY: Sperian Protection - Honeywell Safety Products

Sperian Protection, the Smithfield, RI-based manufacturer of personal protection equipment owned by Honeywell Safety Products, wanted to reduce its use of paper—primarily faxed orders and Accounts Payable documents—decided to find a paper-bypass workflow solution that would easily integrate both into its existing business processes workflow and with their ERP in a multi-location environment.

The Orders and AP workflow processes are completely automated, helping speed order payment receipt and improving cash flow, while receiving all vendor discounts and avoiding any late fees.

80 percent of the companies' orders arrived via email or fax. Depending on order receipt or shipping logistics, they're received on one of several fax machines loaded with color-coded routing papers. Those orders would be distributed to the appropriate Customer Care representatives for entry into their ERP, then copied and filed. Orders for the company's additional locations, in Santa Ana, CA and Middletown, CT, were refaxed after being initially received in Smithfield. When routing papers were inadvertently mixed, costly delays in order processing occurred.

Sperian's paper-based environment also encumbered Accounts Payable workflow. Staff manually sorted invoices based on vendor name, distributed them to customers' representatives, then forwarded to an area manager, via either interoffice mail or hand delivery. Once approved, invoices were entered into the Accounts Payable system and a check was generated. This laborious process created missed opportunities of vendor discounts, and also incurred late fees. Additionally, advance shipment notifications were delayed.

With the automated document capture and workflow needs realized, Sperian created an exploratory team of Customer Care, Finance and Supply Chain management to evaluate solutions, ultimately choosing IntelliChief.

IntelliChief's Impact

Implementing IntelliChief's Paperless Process Management solution was a smooth transition, with staff functioning with the system within two days of organizational implementation. Orders faxed to Sperian are now picked up by IntelliChief's FastFax, which sorts them based on their origin and destination, forwarding order information to their ERP. IntelliChief's Formtastic utilizes the fax's contents in the ERP, creating Sperian-specific digital documents that are configured with the appropriate client and order information. The documents are archived and merged in the IntelliChief document capture and workflow system, along with the order and account information matched against customer data in their ERP. IntelliChief captures this information, populates workflow-enabling system fields and routes the order documents utilizing email inboxes of those involved in the order's fulfillment for notations and approvals. Orders arriving by other means are either captured electronically or scanned and converted to electronic format and captured by IntelliChief for workflow. The entire process is completely automated, helping speed payment receipt and improving cash flow.

Similar processes now transpire in the Accounts Payable department, with invoices electronically converted, captured and content-checked against account data in their ERP and workflow-routed to the appropriate personnel. Invoices and associated documentation are forwarded for payment approvals, with IntelliChief facilitating payment by check or electronic payment. Sperian is able to take advantage of vendor discounts and avoid late fees.

With all order and invoice documentation contained and organized within IntelliChief, anyone within their organization who needs and has permission-based access to the information can now retrieve it, regardless of which department they're in or which region or account assigned, simply and conveniently from their computer or mobile device.

For IntelliChief information, call 813-971-9500, email sales@intellichief.com or visit www.IntelliChief.com.