

CASE STUDY

RICOH
CONSULTING
SERVICES
SMOOTHER RUNNING SYSTEMS

Big Chill Distribution Ltd



A customised scanning and document management solution has enabled improved customer service and increased staff productivity.



Background

Big Chill Distribution is a freight company that specialises in express delivery of chilled and frozen product throughout New Zealand. Their goal is to offer a reliable and consistent service and they work hard to achieve this.

Challenges

Big Chill's constant growth was causing challenges for the administration team, dealing with Proof of Delivery Documents (PODs).

- The sheer volume and condition of the documents was making retrieval, copying and storage an on-going problem.
- Further inefficiency was caused by the fact that multiple client details were often on the same page of the POD document, meaning that the admin team had to manually cover up areas of the page before faxing/scanning and emailing it to the client making the enquiry.
- Customers were getting frustrated as information wasn't available to them in a timely manner and while there were several solutions in the market, they all required the business to significantly change their current operating procedures.

Solution

Ricoh Consulting Services completed an audit to gain a full understanding of Big Chill's requirements. This was followed by a customised demonstration of the solution, and a cost justification, based on reduction of staff time spent searching for PODs.

"It saves staff time, and delivers an improved customer service experience."

Liz Pilmer, POD Administrator, Big Chill

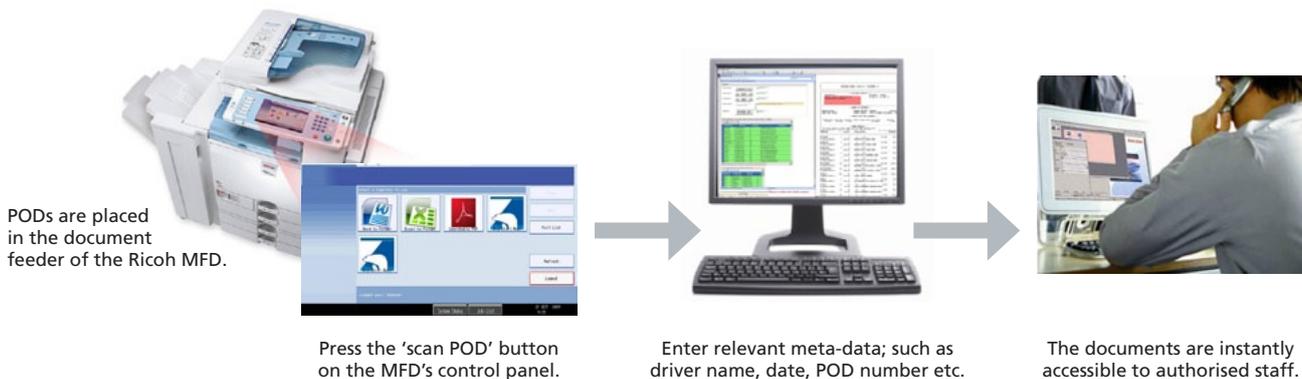
Solution Continued

A digital workflow solution was agreed upon, which includes:

- Scanning solution- all incoming PODs are scanned on a Ricoh device and converted into text-searchable files.
- The files are automatically routed and saved within a predefined location within the electronic document management system (EDMS).
- Staff can even easily block out sections of a document from being viewed by a customer, if they relate to another customer.

Workflow

A Smoother Running System



Benefits

Staff Productivity

- Big Chill staff no longer need to spend valuable productive time searching through boxes for documents. "Using the software's powerful search capabilities, staff are able to locate and retrieve the relevant documents in seconds. We also no longer have boxes full of paper in the office." Liz Pilmer, POD Administrator, Big Chill.
- Also, branches other than head office can now access the PODs as, and when required.
- Staff have found the user interface on the Ricoh MFD is user-friendly and no extra hardware was required, as the existing Ricoh MFD is being utilised to scan the POD documents.
- The solution has been incorporated into Big Chill's current operating procedures with no need to reconfigure the business.

Customer Service

Staff can email the delivery information directly from the EDMS, while still speaking to the customer on the phone.

Our Approach

Ricoh Consulting Services identified that there was a better way for Big Chill to store and access their documents, then proactively sought to customise a solution for them.

"Staff are able to locate and retrieve the relevant documents in seconds."

Liz Pilmer

Project Summary

Client:	Big Chill Distribution Limited
Based:	Auckland
Sector:	Logistics
Challenge:	Overcoming an inefficient paper document storage and search process
Solution:	Document scanning and electronic storage solution.