

The print and document management professionals

IT DOCUMENT SOLUTIONS



About IT Document Solutions

IT Document Solutions offers a structured service designed to manage documents and print output with the best software and hardware solutions that will reduce waste, and improve the efficiency and distribution of electronic and printed documents within the business, while providing security and accountability.

The Continuous Improvement Programme provided by ITDS ensures that all parts of the service are constantly monitored and measured against a key set of performance indicators. This ensures that within your business, which may be constantly changing, our management solution remains the best possible. We have undertaken extensive research and product testing of a huge range of print technologies, which ensures that we use the best technological solution for your company's needs. In line with this philosophy, we also continually review the capabilities of the manufacturers and products in the marketplace, ensuring that we can always take advantage of new developments to improve our service.

The company's mission is to help clients' achieve better value from their office technology and to improve their efficiency, and productivity, by offering paper-less solutions that streamline and automate the workflow of documents.

prism software  DocRecord 

PaperCut 

xerox 

 Lexmark

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TATA goes paper-less with Document & Print Management Solution

Since 1907 Tata Ltd has been the Tata Group's representative in Europe and has evolved to become a strategic agent to the group for the worldwide sourcing of materials, equipment and services. Throughout this time they have also provided valuable advice and assistance to Indian companies seeking business opportunities in the UK and mainland Europe.

Inflectiontech, IT Document Solutions sister company made the introduction to Tata Ltd, a long standing and loyal client. Following an initial business consultation with some key personnel, it was evident that their historic way of managing documents needed to change. Tata Ltd relies heavily on paper in order to process the purchasing requests from Tata Group companies in India such as Tata Steel and Tata Motors.

"We had a mix of new and old methods in order to offer a consistent and high quality level of service for procuring products for our demanding clients, but with a combination of new hardware and software solutions recommended and implemented by ITDS we have managed to cut operational costs and significantly improve efficiency. I would recommend ITDS to anyone looking to overhaul their document processes."

LOCATION:

Grosvenor Place, London

FOUNDED:

1907

KEY TECHNOLOGY:

Document management system, remote diagnostics fleet management software, Xerox MFDs and Lexmark printers.

KEY BENEFITS:

Reduced cost, increased user functionality, speed and efficiency, comprehensive managed service and support.

WEBSITE:

www.tata.com

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As an independent provider, we work with the largest manufacturers and software providers in the industry to offer the latest technology at competitive prices.

SHARP  **Lexmark** **RICOH** **Canon** **xerox** 

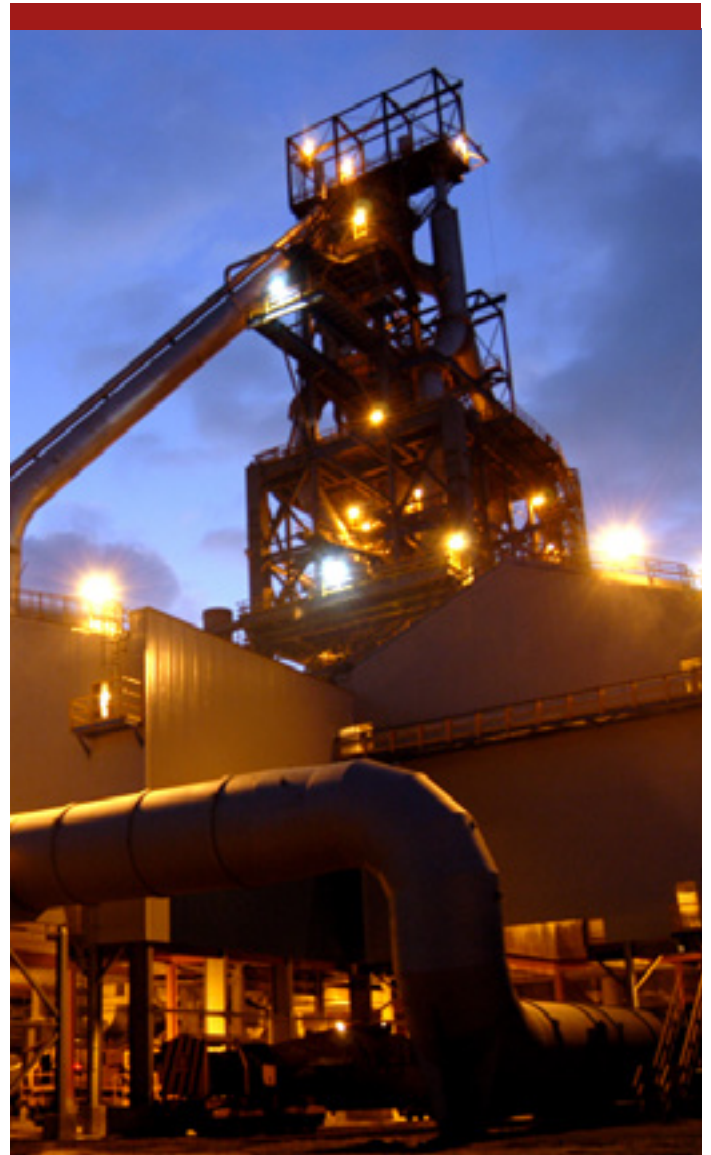
The challenge:

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As part of their intensive review, ITDS identified that an extra 500 hours of staff time per month is spent using a paper-based order process and filing system. Like many existing clients, Tata Ltd has also seen the volume of paper rise dramatically, along with the associated costs of printing, handling and storing documents.

An electronic document management and workflow automation solution would enable Tata Ltd to improve their process efficiency and deliver improved service levels to existing customers and increase the number of orders processed, without the usual correlated increase in staff costs.



The project was split into a staged approach with the process managed by one of their senior project managers using Prince2 best practice project management principles that would lead to significant productivity gains almost immediately. The gains would then continue to increase over time as the system provides the platform for workflow automation across procurement and to other areas of the business.

Also due to the nature of the desktop printing devices within the business, Tata Ltd were running low cost to purchase, but high cost to run printers with limited functionality. Maintaining the reliability of the printers was cumbersome and ad-hoc. The office and facilities team members often found themselves wasting time and effort patching up an ageing solution. These ongoing issues led to the search for a new supplier who could understand the immediate business requirement, and make the right recommendation for a new hardware and software solution to improve the way the job was done.

The solution:

As part of the process, ITDS conducted a thorough audit across the site to gain a full understanding of the business requirements and the ways in which staff interface with documents on a daily basis.

On the back of their recommendations and projections ITDS won the contract and implementation began almost immediately.

One of the senior consultants at ITDS, said:

“Tata Ltd were a pleasure to work with and immediately understood that improvements could be achieved. As a result we immediately focused on the business requirement and created an investment proposal delivering the solution and savings they required.”

Having assessed the organisations requirements, ITDS recommended the implementation of a PRISM DocRecord electronic document management system (EDMS) along with Xerox MFD's alongside Lexmark single function printers, supported by ITDS remote diagnostics software, providing a more productive digital business solution.

ITDS foundation partner AltmanIM worked in collaboration in order to provide advanced EDMS and scanning solution from PRISM Software.

PRISM DocRecord is the software at the heart of the EDMS solution and is responsible for storing all the documents. DocRecord modules together with professional services provide the advanced capabilities to automate document process and workflow.

The advanced EDMS ensures that important metadata is captured using powerful and accurate optical character recognition (OCR) technology, resulting in a reduced level of manual intervention. Document handling time within the process where email documents are received and stored within the electronic filing system has been a major benefit and document handling is no longer a concern or financial burden for the business. Documents have been easily linked to the purchase order system GreenTree, which is the ERP system that Tata Ltd use, improving how documents are indexed, searched and retrieved for procurement, accounts, auditing and compliance purposes.

The benefits:

The transition to the new EDMS solution was managed in a controlled and seamless way. ITDS conducted key user training to ensure that EDMS champions within the procurement team at Tata Ltd could take full advantage of the new software alongside their current paper-based process to gain total confidence in the new system prior to the traditional paper-based process being turned off.

EDMS benefits being realised:

- Elimination of roller storage systems and reclamation of valuable storage space for re-use as desk space.
- Centralised electronic storage and access for all types of documents.
- Accurate, consistent capture, naming and storage for all documents.
- Automatic recognition and filing of electronic documents.
- Fast, convenient search and retrieval for users from any PC, tablet or mobile device.
- Elimination of duplicates through version control.
- Improved staff productivity.

The implementation of the new printing solution was also seamless. ITDS conducted key user training to ensure all staff at Tata Ltd could take full advantage of the new devices immediately. With the introduction of shared multi-function devices on all floors and with some devices just being “mono only” Tata Ltd have saved crucial time and money. More importantly, the remote diagnostic software means Tata Ltd no longer need to order expensive consumables, place service calls, or take meter readings. This proactive service and support has lifted a massive burden off the shoulders of the extremely busy office and facilities team members.