

The print and document management professionals

IT DOCUMENT SOLUTIONS
secure business imaging

IT Document Solutions providing Dorking A.R.C with print & document management solutions



Dorking Accident Repair Centre (ARC) has been operating successfully from its base in Dorking, Surrey for over 25 years. With a clean and inviting reception, admin offices and a workshop area of over 10,000 square feet they have all the facilities on-site to carry out bodywork, paintwork and mechanical repairs to the highest standards.

The challenge:

Alliance Partner, McCulley Consulting introduced IT Document Solutions to Dorking ARC, following an initial business consultation with Director and Owner Mark O'Keefe. During the meeting he stressed his concerns to manage extra capacity and grow the business, due to long hours handling documents and complying with industry bodies and suppliers' stringent rules and procedures.

"My administration staff find themselves constantly printing and scanning documents, attaching them to client records and forwarding information to clients and suppliers. We handle multiple formats of claim information supplied from multiple applications, both hard copy and electronic."

Due to the nature of the desktop scanning and printing devices within the business, staff were spending up to two days per week scanning and filing documents once a claim/job had been completed. These ongoing issues led to the search for a new supplier who could understand the immediate business requirement and make the right recommendation for new hardware and the necessary software to improve the way the documents were handled.

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

TOSHIBA  Lexmark **RICOH Canon xerox** 

LOCATION:

Dorking, Surrey

FOUNDED:

1989

KEY TECHNOLOGY:

Remote diagnostics fleet management software, Xerox MFDs and Lexmark printers, Prism ScanPath document scanning & workflow solution.

KEY BENEFITS:

Reduced costs, reduced document waste, increased user functionality and employee efficiency.

WEBSITE:

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The solution:

IT Document Solutions was invited to tender, on personal recommendation, along with three other suppliers. As part of the process, IT Document Solutions 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, IT Document Solutions was awarded the contract and implementation began almost immediately.

One of our senior consultants at IT Document Solutions, said: "Dorking ARC were victims of their own success, the business had grown significantly. As a result, there was a high volume of wasted documents, high cost of ownership, multiple points of contact and administrative challenges. This modest operation was using ten desktop printers and three flatbed scanners, and buying equipment as and when required.

Having assessed the organisation's requirements, IT Document Solutions recommended the implementation of new technology to reduce cost and improve efficiency. Xerox MFD's alongside Lexmark single function printers, supported by remote diagnostics software to provide a more productive digital business solution. ITDS included a wrap around service and support package to ensure maximum uptime of all devices including the Canon device already in-situ.

IT Document Solutions foundation partner, AltmanIM, worked in collaboration in order to provide an advanced scanning solution from PRISM. ScanPath is an embedded software application that improves business processes, document security and user accountability. Important metadata is captured using powerful and accurate optical character recognition (OCR), resulting in a reduced level of manual intervention and human error.

The benefits:

The transition to the new solution was seamless. IT Document Solutions conducted key user training to ensure all staff at Dorking ARC could take full advantage of the new devices and software.

Not only has the business benefited from improved productivity and reduced cost, documents now flow much more freely through the business. Scanning time has reduced significantly and document handling is no longer a concern or financial burden for the business. Documents can easily be linked to AutoFlow, an industry designed CRM package, improving how documents are retrieved for auditing purposes and compliance.

Managing Director, Mark O'Keefe, said: "Users are happy with the changes, the devices and the software. We've experienced improved reliability and quality. IT Document Solutions are very attentive, so if we ever have an issue with a device, it is resolved on the same day. Anything that can save our staff time is invaluable, so the changes that IT Document Solutions have implemented have been very welcome."

About IT Document Solutions

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

The Continuous Improvement Programme provided by IT Document Solutions 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.

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