

case study



All County - Earth America Productivity Gains Reduce Costs

All County is a 28-year-old wastewater services company and a division of Earth America. Earth America is a comprehensive service organization with business units serving the waste needs for residential, commercial, industrial and government customers. Services include septic service maintenance, bulk transportation/waste disposal, wastewater management, sewer and drain cleaning, and portable toilet rental.

All County is the largest septic cleaning company in New Jersey and New York and has a staff of approximately 78 employees and has 40,000 customers.

All County found itself in an enviable position. Business was good, they were adding customers daily and the company was growing rapidly. In fact, the company had grown so much that they remodeled their building, adding on more space to accommodate new employees.

But along with new customers came more paperwork in the form of contracts, bills, and correspondence. It added up to almost 10 file cabinet drawers a year.

Requirements and Organizational Framework

Despite building a file room to accommodate their growth, John Coppola, Service Center Manager, briefly considered expanding their file room to accommodate additional files.

Before making such a drastic decision, Coppola thought about his problems a bit more. He realized that, while lack of file space was certainly an issue, the bigger problem was finding a document that had been filed. Their filing method was easy for filing things away, but difficult for retrievals. Invoices were simply grouped alphabetically under the client or vendor name. Employees would have to go through item by item to locate what they wanted. This time-consuming task was affecting productivity in the customer service and accounting departments. Coppola also spent too much time looking for customer proposals when trying to close out new business.

Solution

When thinking about where to turn for a solution, Coppola recalled a conversation he'd had with a sales representative about storing documents electronically. Believing that this technology held the answer, he did some research and quickly had three proposals under consideration.

After reviewing the solutions, Coppola purchased the DocuWare document management system from Authorized DocuWare Partner, ALOS Micrographics Corporation. With DocuWare, Coppola said that he had "the perfect combination of storage and retrieval capabilities." To him, DocuWare was the 'Cadillac' of document management systems. "Because a number of employees from a range of departments were going to be using the system, retrieval had to be easy," said Coppola, "and DocuWare had the easiest document retrieval by far."

Proof of Concept

All County trained one employee, a bookkeeper, to enter documents into DocuWare. While there was a lot of scanning initially, today, the DocuWare System Administrator spends just an hour or two a day scanning and indexing documents. She is able to keep up with this task as well as her bookkeeping responsibilities.

There were three applications they wanted to create right away: accounts receivable, accounts payable and fleet maintenance. They began with accounts receivable files. Because these documents are retrieved most frequently in the first six to nine months after being issued, All County decided to go back and scan all the accounts payable documents from the year before.

Once these documents were in the DocuWare electronic filing cabinets, they scanned all their fleet maintenance records. All County is required to keep documentation on vehicle maintenance,

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*John Coppola,
Service Center Manager,
All County Earth America*

The Task

- Reduce amount of paper
- Decrease document retrieval time
- Improved productivity
- Reduce storage space needs

Appointed Modules

- DocuWare

The Benefits

- Instant and easy document accessibility
- Increased productivity
- Improved customer service
- Elimination of filing storage problems



accident reports, mechanic reports and driving records for up to ten years according to the U.S. Department of Transportation. These documents are used in the event of an accident. With a fleet of nearly 100 vehicles, these records were taking up a lot of space.

The third application created was for the accounts payable documents. This application contained all of the company's paid invoices. After just four months, three DocuWare applications were up and running. Then Coppola decided to create an application for customer files. All County's customer files contained lots of different documents, such as the original proposal, a copy of the signed contract, work orders, and correspondences relating to the account. Moving these documents to electronic files emptied a lot of real filing cabinets in the office. "Slowly but surely we're getting rid of paper," summarized Coppola.

The Benefits in Detail

Coppola is glad he installed the DocuWare solution. "It's actually met all of my expectations. It's easy for other people to access, it's easy for our operator to enter documents and it's really

done the job that I thought it would do," said Coppola. Earth America, All County's parent company, has noticed the changes at All County as a result of installing DocuWare. They are impressed.

Increase in Productivity

"I figure I'm saving thousands of dollars a year in labor costs by eliminating the time our employees spend looking for files." Customer service agents now spend less time looking for documents and are able to spend more time working on the issues that caused them to look for the document in the first place. The productivity gains have helped them keep up with the growing number of customers.

Cost Effective

"The time DocuWare has saved my employees in having to look for documents has almost paid for the system," said Coppola. Coppola figures his cost savings by estimating the time his employees spent looking for documents by the employee's salary. Given the amount of time they spent retrieving files, it wasn't long before DocuWare paid for itself.

Customer Service has Improved

With the ability to now answer inquiries in seconds right from their desktops,

customer service agents can provide superior service to their customers; pleasing both the customers and the agents.

Records Compliance

While the fleet maintenance records application was primarily created to eliminate filing storage problems, it has brought other benefits. When these records were stored in traditional file cabinets, there was no way to file them in an orderly manner. Now that they're stored electronically, DocuWare's retrieval method allows All County to quickly locate any number of documents related to a driver or a particular vehicle. Fleet records management compliance laws can easily now be achieved, limiting legal exposure.

All County is looking forward to creating more DocuWare applications. "One of the next areas we want to tackle is our tax files," said Coppola.

In fact there's not much Coppola doesn't want stored in DocuWare. "I want to put everything in DocuWare," he said. "The DocuWare system really worked out well for us. I'm really satisfied. I believe we made the right choice."

For more information
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at www.docuware.com