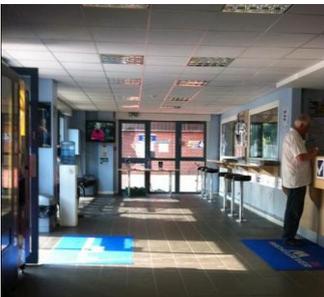




Case Study

Warehouse Document Management Solution

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Micheldever Tyre Services Ltd is the largest independent wholesaler, distributor and retailer of tyres in the UK. With a group turnover of nearly £300 million and selling six million tyres in 2009/10 (20 per cent of the total UK market), the company has seen amazing success over recent years and is keen to continue that growth whilst maintaining their very high levels of customer service that has made the company the success it is today. Luke Cloughton, IT & Telecoms Manager and his team keep a close eye on their ICT infrastructure and are diligent about reducing operating costs whilst maintaining their impressive IT infrastructure and its responsiveness. Luke saw a key area for lowering costs and improving accuracy around their invoice processing procedures, using state of the art document imaging & management they are now achieving between 80-90% accuracy and over 300% speed improvements across their warehouses!



Company Overview

Originally founded back in 1972 by Tony Todd, a qualified Marine Engineer from Torquay; Micheldever Tyre & Auto Services focused on car repairs and sales, before developing into a specialist tyre supplier to car drivers and agricultural customers in 1979. In 1983 the original Micheldever Tyre & Auto Services burned down, however, not to be beaten Tony Todd adapted a storage building located in Sutton Scotney and carried on providing his service to an ever expanding base of loyal customers. In 1985 Micheldever Tyre & Auto Services officially rose from the ashes, when the 'new' purpose built tyre fitting site was opened. In 1986, further development at Micheldever saw an expansion in the services offered to its customers on the current site. This led the way for Micheldever Tyre & Autos' evolution into becoming more than just a tyre retailer, but a true tyre specialist.

The next stage in Micheldevers' history came in 1998 when the whole site was revamped and expanded in order to allow the company to offer even more services. In 2006 the company founder sold Micheldever Tyres to a new Management Team, headed by Paul Fox and Richard Sawney.

- Who:** Micheldever Tyre Services Ltd
- Where:** Micheldever, Winchester, Hampshire
- Why:** High inaccuracy from Warehouse Documents
- Kit:** Kodak Scan Station S500 & Kodak Capture Pro Software
- Ref:** Michel_Invoice.1.09A



“I knew we would use Systems Assurance for this solution. With the excellent relationship over the last 5 years and their ability to liaise on a technical level with industry leading manufacturers, they gave me the confidence to award them the project”

Luke Cloughton, IT & Telecoms Manager, Micheldever Tyre Group

Case Study Brief

Business Requirements

A rapidly expanding business needs a scalable IT infrastructure that will support the needs of the business long into its future. From the rate at which Micheldever were acquiring sites it became obvious to Luke Cloughton (IT & Telecoms Manager) that warehouse systems needed to be improved. The sheer volume and processing needs had quadrupled over the last 18 months and current systems couldn't cope. Specifically the manual process of scanning and reading the ever increasing volume of invoices needed to fulfil their growing list of deliveries.

With over 100,000 invoices a month and growing rapidly, their current system of using a digital pen was less than 10-20% accurate. Details were scanned in from the pen, a PDF document was created & archived. The system was high cost, inaccurate and inefficient.

The proposed solution provides a network of stand-alone, robust units that are situated in each of their 16 warehouses. All the documents are scanned locally but automatically stored centrally via their SQL server at HQ. The solution works seamlessly with their existing ERP package and scanning is done as multiples with minimum user input. Accuracy levels are now up to between 80-90%

The Requirements

- 100,000 invoices needing customer signatures to be processed every month.
- Existing Solution very inaccurate and slow.
- Existing Solution was also very labour intensive with no back up checks.
- Warehouse POD (proof of Delivery) slips always going missing or mismatched.
- Optimising hardware to reduce carbon footprint

The Equipment

- Kodak ScanStation S500 Document Scanner
- Kodak Capture Pro Auto Import Edition Document Management Software.
- HP Proliant Servers
- Ms Windows Server Enterprise 2003 R2
- Ms SQL Server Standard Edition Single Processor License

The Benefits

- Improved Accuracy from 10-20% to 80-90%
- Automated Scanning process, minimum labour involved.
- Central management through ERP systems and SQL Server.

Systems' Solution

Andrew Scott (SA Project Manager) and his team explored various options whilst taking into account all Micheldever's concerns.

Working closely with Micheldever IT & Telecoms Manager, Luke Cloughton, our goal was to offer a platform the customer could fully test the best of breed document management solutions currently on the market. The three key vendors that were eventually trialled were Fujitsu, Panasonic and Kodak. Each month a trial unit of each was delivered to site and configured to Micheldever's requirements. Following a 2 week trial period, Kodak was eventually chosen, the equipment purchased and installed.

Micheldever had over 100,000 invoices per month that needed signing by their customers as proof of delivery. Originally the customer was asked to sign using a digital pen, when the pen was docked back at HQ, signature details were downloaded, this solution proved to be unreliable and only 10-20% accurate.

With the new system, the customer would sign on site, the document scanned back at the warehouse by the Kodak system, at the same time the Kodak software would scan the barcode on the invoice pulling in additional customer information from their existing SQL database and matching the signature to the customer account. Because additional information could be pulled in about the customer from the barcode, this meant financial information could be synchronised with their accounts systems. Scanning takes approximately 1 second per invoice and can be done in batches so less user input.

Accuracy is now over 80-90%.