



Top Civil
Engineering Company

Digicorp 

“The Document Management Solution Digicorp implemented was perfect. It transformed operational and financial processes, streamlined workflows and increased productivity.”

Challenges

- 1 Processing and storage of high volume invoices
- 2 Space-related storage issues
- 3 Large amounts of time spent searching for information
- 4 Invoices authorised for payment via off-site contract managers

Our client is a civil engineering company with over 25 years' experience in every aspect of traditional and contemporary civil engineering work. With over 400 staff, the organisation specialises in full-service highway and public space maintenance, improvement and construction; delivering services to London Boroughs, Local Authorities and the supply chain. Having won a £70 million-pound contract the company was expanding rapidly. Each day hundreds of supplier invoices, legal documentation and customer orders entered the business. It soon became a huge task to manage and store all documentation in an effective way.

The client's first issue was storage. Every document was printed, processed and filed, over time. A lot of office real estate had been given over to filing cabinets due to the paper-based business workflows. As well as the wasted space, the inefficient system also meant that documentation was hard to keep track of, with staff losing hours a week searching for documents.

As new regulations such as GDPR were coming into effect, it also became apparent that the current system was not secure. Risk of data breaches and inaccurate, unmaintained record keeping created compliance risks.

The company was also using a third party to process invoices. Invoices were authorised for payment via an off-site contract managers. With a large number of suppliers, the customer didn't have the resource to cope with this vital financial process internally.

Following a tender discussion with Digicorp's professional services team, the opportunity presented itself for Digicorp to enhance the customers daily workflows and create a paperless office, which would improve process efficiency, security and reduce costs.

Solution

- 1 DocuWare document management solution
- 2 Secure, password encrypted storage
- 3 EzeScan invoice capture

Through detailed analysis and consultancy, Digicorp's experts designed a solution to eliminate the document management challenges. The solution was a blend of software designed to capture documents such as invoices, process them by sending them into automated workflows for approval/action, and securely store them.

DocuWare, a cloud-based document management and storage software was deployed, enabling the customer to digitalise their inefficient systems. With Invoice Processing capabilities Digicorp implemented an automated workflow, from data capture to approval and with the capability to post invoices directly to the customers accounting or ERP system. As a result, the customer no longer needed to rely on a third-party organisation to manage invoice authorisation. Tedious, manual tasks were eliminated saving time and energy, leaving staff free to focus on more productive projects.

DocuWare also acts as a secure storage function. Processed documents are stored in the cloud, and become encrypted and password protected. All text in stored documents is searchable using Optical Character Recognition. Every time a document is accessed and changed an audit trail is created for further security and compliance.

EzeScan enabled the customer to capture and convert old paper-bound documents into an electronic format. Once in the correct format, these are pushed into Docuware for storage or into accountancy workflows for action by the appropriate person. The customer was able to remove the majority of its filing cabinets freeing up valuable real estate.

Outcome

- 1 Improved employee productivity with less time and resource spent on manual processes
- 2 Efficient storage system
- 3 Real estate and administrative cost savings
- 4 GDPR compliance

Digicorp's document management solution has given the customer a more efficient way of dealing with large-scale invoice processing. As a result, the customer was able to end its contract with the third-party suppliers dealing with invoice authorisation and bring this function in-house creating 30% costs savings.

Furthermore costs savings can be seen in administration. The ability to search for documents using tags and keywords has given employees more time to focus on other areas of the business.

Digicorp were successful in digitalising the customer's workflows and introducing a paperless office culture. As well as improving environmental impact, the company was able to regain 40% of its real estate by removing filing cabinets.

With such a vast amount of data entering the organisation, security and compliance was a key factor in Digicorp's recommendations. DocuWare's encryption and auditing capability decreases the risk of data breaches or loss of information. It also enables employees to be held accountable when dealing with personal information.



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About Digicorp:

Digicorp is an independent provider of business technology and solutions. With expertise in print, document management, collaboration technology, communication systems and IT services, we work closely with our clients to understand the challenges they face and their vision for the future. As an independent company with industry-leading partnerships, we can develop bespoke solutions for clients that add value and inspires positive change.

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