

• TW Metals

Image-X's solution beefs-up document imaging at TW Metals

The Problem: Every company typically has decades of experience dealing with manual, paper-based workflow processes. While research has shown that **document management workflows** and automation can drastically reduce operational expenses related to paper processing while simultaneously increasing response times. To be ahead of their competitors, an organization should be able to manage documents and data more effectively, by controlling costs associated with documents & document processes, and using resources more efficiently.

Tube sales and Williams (TW) Metals, a growth-oriented company has leveraged exceptional value to its customers, employees and stakeholders, by maintaining their emphasis on their core competencies: Competitive Pricing, Product Quality and Availability, Responsiveness, Speed to Market; building a global customer base. The slow and exhaustive manual **document management** processes could not keep pace with the growing global reach of the company. Even after the company deployed an automated document imaging and **document management system**, their desired business and system requirements were not met. They needed a customized and scalable solution. That's when Image-X and their knowledgeable Salesforce consultants were called upon.

The Solution: Image-X's challenge was to restore TW Metal's faith in electronic **document management** and other automated processes. **Image-X** decided to improve productivity by creating customized workflows using Salesforce. By also deciding to speed up the imaging & indexing application, we integrated our own cutting-edge document imaging system. Offering TW Metals, the following benefits:

- storage & retrieval of files
- ensuring long-term document accessibility & preservation
- protection from unauthorized access & alteration
- rapid staff acceptance
- smooth integration with existing applications

A customized approach was the best way to achieve the aggressive turnaround times and requirements set forth. We implemented time-critical, automated, document conversion services to help augment the company's growing business aspirations. Our state-of-the-art document imaging system with Salesforce integration helped with organization, by easily consolidating documents from multiple systems and locations. Overall reducing costs in areas such as paper processing, paper storage, printing, and distribution.

Their existing software was neither user-friendly, nor customized to the specific needs of **TW Metals**. Problems ranged from data mismatch, to no data integrity, to flaws in distributed architecture, resulting in technical chaos and increased maintenance costs. The need was for a software that would be quick, efficient, secure and user-friendly. **Image-X's** decision to use a customized software captured those precise requirements, giving TW Metals an innovative and

dedicated solution. The software was integrated with Salesforce, storing 9 different document types, facilitated from multiple locations. The system is supported by four regional servers viz. Los Angeles, Atlanta, Chicago and Cranbury and one backup server viz. Exton. All these servers are connected to Salesforce, and all the properly indexed documents are stored on Salesforce's cloud.

The system fully permits manual and automatic indexing of the documents. However, since TW Metals has multiple document types, only some of them supporting automatic indexing, Image-X customized a barcode recognition workflow to suit the specifications of TW Metals. The process begins by reading the information encrypted in the barcode; the 1st two digits contain the district code, while the rest represent a unique code identifying the document. Then the document is indexed under the specific document category. Its robust and user-friendly process let users manage the scanned images of documents easier than they could manage real paper documents.

The Result: Image-X helped TW Metals organize, distribute and collect documents/data across the entire organization, effectively streamlining their processes. Through its agile methodology, operational and technological processes, **Image-X** allowed TW Metals to meet and exceed aggressive turnaround times, fully going above and beyond the client's expectations. It also proved to be significantly more affordable than most enterprise content management solutions and reducing costs in several areas.