

Solution Profile:

Featuring the business benefit of ECM technology in action.



From Microfiche to ECM for a Fortune 500 Manufacturer

After putting it off for 10 years, what made ClosetMaid--a \$500M division of Emerson Electric--finally transition from microfiche-based record keeping to enterprise content management? *iSynergy* from iDatix.

Overview

For a manufacturer of home storage and organization products that are found in most closets across the country, one may be surprised to learn that all documents for such a successful operation were stored on--brace yourself--microfiche.

Accessing information trapped on microfiche required ClosetMaid associates to make written requests to the IT department, which were then passed to the microfiche

department. Each film jacket would be pulled from a shelf, printed, and mailed via interoffice or snail mail back to the requester. Ugh.

After implementing *iSynergy* from iDatix, ClosetMaid can now easily access all shipping documents and invoices, and they are eager to add all HR paperwork for HIPAA compliance. What took weeks now takes seconds, and the costly maintenance of such outdated hardware is eliminated.



Simplify and Conquer?

We think iDatix may be on to something here!

MICROFICHE TO ECM

It Took 10 Years...

Every year, ClosetMaid budgeted to replace microfiche with enterprise content management (ECM), and every year it was cut out at the last minute. After getting a call from iDatix, ClosetMaid's IT management visited a nearby *iSynergy* site where they saw firsthand how easy it was to scan rooms full of medical records and how quickly these documents could be accessed and routed afterwards.

Once *iSynergy* was successfully budgeted, the next challenge was to implement the new ECM system for users who had worked for the last 20 years to image 40,000 invoices per month using microfiche, and who had never even used a PC. Rather than resisting the new *iSynergy* ECM system, the iDatix team successfully trained the ClosetMaid staff in a way that had their veterans saying, "How did we ever do without *iSynergy*?"

Getting Paid Faster

ClosetMaid started out using *iSynergy* to capture bills of lading and pick tickets for all shipping documents. This volume alone once required an entire staff to scan these documents to microfiche and to

manage all retrieval requests. These documents can now be retrieved by the credit and customer service departments and *iSynergy* can provide proof of delivery to ensure that some of their lesser organized resellers and contractors *pay on time*.

Because the accounts receivable process was streamlined so completely, payback came in less than eight months, and *iSynergy* was quickly rolled into the accounts payable department, where 8,000 invoices per month are now scanned as they come in rather than once a month.

HIPAA Compliance

We often think of HIPAA compliance affecting only healthcare organizations, but what about HR departments whose benefits staff access sensitive employee medical records? These documents need to be carefully controlled and maintained for years. ClosetMaid is eager to roll *iSynergy* into HR so that they can dispose of all their file cabinets, and to pass both internal and external audits more quickly.



Now as organized as their products

7,000 vacation requests, types of Leave and rate changes are already being scanned

Rheinner Analysis: Cost-Based ROI

Based on cutting the labor and hardware consumed by microfiche, we estimate that ClosetMaid has saved over \$100,000 in just the first year of using *iSynergy*, and timely access to critical business information saves even more. ClosetMaid especially likes that iDatix offers a series of classes that empowers users to add their own business process routing and development to *iSynergy* that, from our experience, can save thousands of dollars annually, *per license*, when compared to other ECM software.

About iDatix

iDatix is an emerging leader in the development of Business Automation Software. Launched in 2000 by Founder and CEO, Steve Allen, iDatix serves over 200 clients across many industries and around the world, with headquarters and primary operations based in Clearwater, Florida.

iDatix Solutions

iDatix provides technology solutions that allow users to innovate their approach to managing content within the enterprise and drive innovation in the way they store and share content.

THE RHEINNER GROUP

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