

Communications Case Study

Van den Hoogen Engineering B.V.



X-Solutions®
ScanFlowStore®



The Challenge:

- To manage a huge physical archive of documents that makes document retrieval difficult and time consuming.

The Solution:

- Xerox WorkCentre Pro and ScanFlowStore software

The Results:

- A simple scanning solution that reduced the size of the physical archive of documents, and improved information retrieval, project management, and customer relation management.



Xerox
Business
Partner

Communications Case Study

Customer Profile

Van den Hoogen Engineering is an all-round technical service provider and supplier of electro technical installations. They advise, calculate design and install a wide range of electro technical projects. For example, communications networks, security systems, network infrastructure and telecom installations. It is located in Spakenburg in the Centre of Holland but serves customers throughout the Netherlands.

Van den Hoogen Engineering employs around 26 people.

The Challenge

Van den Hoogen Engineering was suffering from a large physical archive. Construction plans, blue prints, invitations for tenders but also orders, invoices and other mail were all stored physically in suspension files. It took employees of Van den Hoogen Engineering a lot of time to retrieve the needed documents. Furthermore the suspension folders with all the documentation about a project or a client were not always up to date. Project managers didn't have all the information they should have and this was causing a lot of problems.

As a growing organization that wants to move with the times, Van den Hoogen Engineering decided to look for a solution to decrease their physical archive. Several solutions were examined but the fact that their windows environment could be used as an archive, proved decisive to buy ScanFlowStore. This way Van Den Hoogen Engineering didn't need to buy expensive Document Management software which needs consultancy and extensive training. A second advantage of ScanFlowStore which was important to Van den Hoogen Engineering was its simplicity. To get the files up to date at all times everybody needed to be able to scan, this is possible with ScanFlowStore.

The Solution

In practice everybody within Van den Hoogen Engineering is using the Xerox Multifunctional to scan their documents. Even people who are not very handy with computers and are even a little bit afraid of these kind of technical equipment.

Because almost all the documents concerning a project are scanned and placed in the correct directory all information is available to everyone much faster. Because of this the Project Management has experienced a positive impulse. And because their Project Management has improved the Customer Relations Management of Van den Hoogen Engineering has developed as well.

According to Mr. Nel by using the templates and the optional fields on the touch screen correctly, it actually is very easy to store the documents in the correct directory. By storing the documents and using the search function within Acrobat Reader Van den Hoogen Engineering gains a lot of time and has a more efficient operational management.

There is no need anymore for a physical archive. It still exists because of the files from the past. But all the new projects are stored digitally. In the future Van den Hoogen Engineering will start to scan their current physical archive as well. It is clear that the reduction of expensive square meters of filing space is a big advantage for a growing organization.

In conclusion with the installation of ScanFlowStore the operational management of Van den Hoogen Engineering intern as well as extern has improved. The gain of time and the more efficient operational processes are indicated by Mr. Nel as the main internal changes. Furthermore the project and customer relation management have got a positive impulse due to the digital availability of all the documents to and from the customer to anyone within the organization.

The Results

- Fast and simple scanning which results in saving a lot of time and money
- Physical archive reduction
- Better use of the functionality of the Xerox WorkCentre
- Time advantages with scanning and with retrieving the documents
- Everybody can scan from the Xerox Workcentre
- Better and more efficient project management
- Better customer relation management because all documents and files are easy and fast accessible

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getting results.**

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