

BZM Transport



OVERVIEW

BZM Transport was drowning in paper. Operating in an industry which is still largely hard-copy intensive, the company was finding it extremely difficult to scan, collate, file and then locate and retrieve the many documents associated with a single job.

The situation was one of enormous backlogs, mislaid documents, incorrect invoicing and unhappy customers.

Itec, which was already supplying BZM Transport with printers, designed and implemented an easy-to-operate, affordable solution that not only cleared the backlog within two weeks, it increased throughput by an incredible 2 338% to over 50 000 pages per day within four months.

This, supported by intelligent document processing and content management, has resulted in BZM Transport experiencing a 180 degree turnaround in service delivery.

CLIENT

Headquartered in Bloemfontein, BZM Transport was established 12 years ago and today is one of the country's fastest growing independent road transportation companies.

With a customer base that includes many of South Africa's largest manufacturers, BZM Transport's fleet of 86 trucks are on the road every day, delivering a wide range of goods from fresh agricultural produce and processed dairy products to soft drinks across the country.

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CHALLENGE

The transportation industry is exceptionally paper intensive with many pieces of paper – delivery notes for drivers, proof of delivery slips, computer-generated invoices and so on – all having to be identified, scanned and collated into a single file which is assigned to a specific job.

BZM Transport had invested in a document automation system but it was slow; and the quality of the scanning was less than optimal, resulting in the misreading of scanned images such as barcodes. This often led to the creation of even more useless documents which cluttered and confused the process further.

"We were behind on everything. We often couldn't find documents and as a result, we were having to credit customers for jobs that had been completed and invoiced. Customers were complaining; colleagues were complaining; management was complaining. It was so demoralising," said BZM Transport's office administrator, Natasha Leonard.

“Not only did Itec provide us with an **amazing solution** that has totally **transformed** our operations, they continue to go above and beyond when it comes to **ongoing support** and **service**.”

– Natasha Leonard, BZM Transport’s office administrator.

SOLUTION PROVIDED

Itec, which was already supplying BZM Transport with copiers, designed and implemented an easy-to-operate, affordable solution incorporating:

- **Document Navigator** – an intelligent document processing solution that can instantly recognise the type of document that is being processed and its unique identifying number. This ensures all documents from any source which bear the same identification number are automatically assigned to the same file.
- **M-Files** – a powerful enterprise content management (ECM) and document management solution that enables documents to be traced quickly and easily, regardless of where on the system they are located. No more lost or mislaid documents; no more having to search through complex network folders.

VALUE DERIVED

Just two weeks after the implementation of the system, a months old backlog of documents waiting to be scanned and sorted, had been cleared.

In the past BZM Transport’s under-the-whip administration office had battled to process fewer than 2 000 pages a day. Within four months of implementation, throughput had increased to more than 50 000 pages – an incredible 2 338% improvement.

“In addition, errors, mis-readings, incorrect allocation of documents, mislaid and lost documents – just don’t happen anymore. As a result, customers are now correctly invoiced on time, and the need to issue credits because of administrative errors or omissions is a thing of the past,” Natasha Leonard, BZM Transport’s office administrator said.

“The speed with which Itec put the solution together and implemented it was phenomenal. In addition, the Itec team has continued to go above and beyond to provide us with amazing support and service.”

SUMMARY

Industry:

Transportation

Country:

South Africa

Business challenge:

poor customer service, mislaid, lost and misallocated documents negatively affecting productivity and profitability.

Solution:

dedicated scanner; Document Navigator for intelligent document processing; and M-Files for content and document management

Outcome:

a 180 degree turnaround in service delivery; improved productivity; significantly fewer customer credits; improved cashflow; and better staff morale



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