



Capture, Store, Retrieve

LCR Group deliver industrial and mining solutions to clients across Australia. With over 300 employees spread across three locations, the company needs to ensure staff can easily access information from one central system.

Although LCR Group is a privately owned company, it adopts a public company approach to governance. Working with a heavily-paper based invoice processing system, LCR Group wanted to ensure that all invoices and expenses were dealt with in a timely manner.

Issues

Cash flow is the life blood of any business, large or small. Being able to access the invoices and supporting documents is important to ensure minimal delay in payments coming in and out of the business. In the past

LCR Group's accounts department filed its invoices in lever arch folders across multiple office locations, with the supporting material often stored in different locations again.

With the storage process completely manual, the time taken to retrieve documents was significant and documents were often misfiled. This meant customer queries couldn't be answered in a timely fashion.

Cheryl Willis, Senior Credit Officer, said: "With our business continually growing, storage space was becoming an issue and the time taken to file documents was also significant. We knew we needed to streamline the storage and retrieval of our invoices to reduce the time spent filing and retrieving documents, as well as freeing up office space."

At a glance

Company

LCR Group
www.lcrgroup.com.au

Industry

Industrial and Mining Services

Canon products used

TeleForm, Therefore

Benefits

Improved revenue stream
Retrieval of invoice time decreased from 30 minutes to seconds
Decreased issues of misfiling



Solution

"We were initially sceptical about in-house scanning and as a result were looking at companies to take the invoices away daily and scan offsite," said Cheryl.

“However, when presented with Canon’s capture and store solutions, the business benefits from managing the process on-site well outweighed the higher cost. The solution provided us with more flexibility than engaging with an offsite scanning vendor.”

The process for storing LCR Group’s documents electronically involved classification to facilitate quick search and retrieval. Canon implemented TeleForm to automatically extract data from the documents and used this data to index them directly into Therefore, the document management system.

By installing stand alone commercial scanners and Therefore software LCR Group was able to capture accounts receivable documents and store them electronically. This allowed the accounts department to easily capture, organise and access documents across multiple locations quickly. The solution processes accounts receivable documents from all LCR Group sites and stores in a central location enabling easy retrieval by the accounts staff.

One of the issues with paper filing is security, by installing Therefore LCR Group was able to define the permission for each user, ensuring only authorised staff are able to access sensitive documents.

This solution was so successful that it was rolled out into the Human Relations department, which now is completely electronic.

For more information on Canon’s business solutions visit www.canon.com.au/en-AU/Business

Results

Time taken to retrieve an invoice and supporting documentation reduced dramatically, with time decreasing from 30 minutes to seconds.

“Switching to an automated system has not only improved accuracy but has also increased productivity, allowing us to concentrate on our core roles, rather than laborious tasks such as filing, retrieving invoices and co-ordinating with other locations to access supporting documents.”

- Cheryl Willis

Overall LCR Group has implemented a powerful system that improves accuracy and delivers administration efficiency.

“Whenever this solution is discussed with other departments within LCR Group they almost always want to implement the system for themselves. Our HR department recently installed Therefore and is looking to extend the implementation over the next few months.”

"The uptake of Canon’s implementation across LCR Group is testament to the quality of the solutions and Canon’s support team who have helped make this transition as smooth as possible," concluded Cheryl.