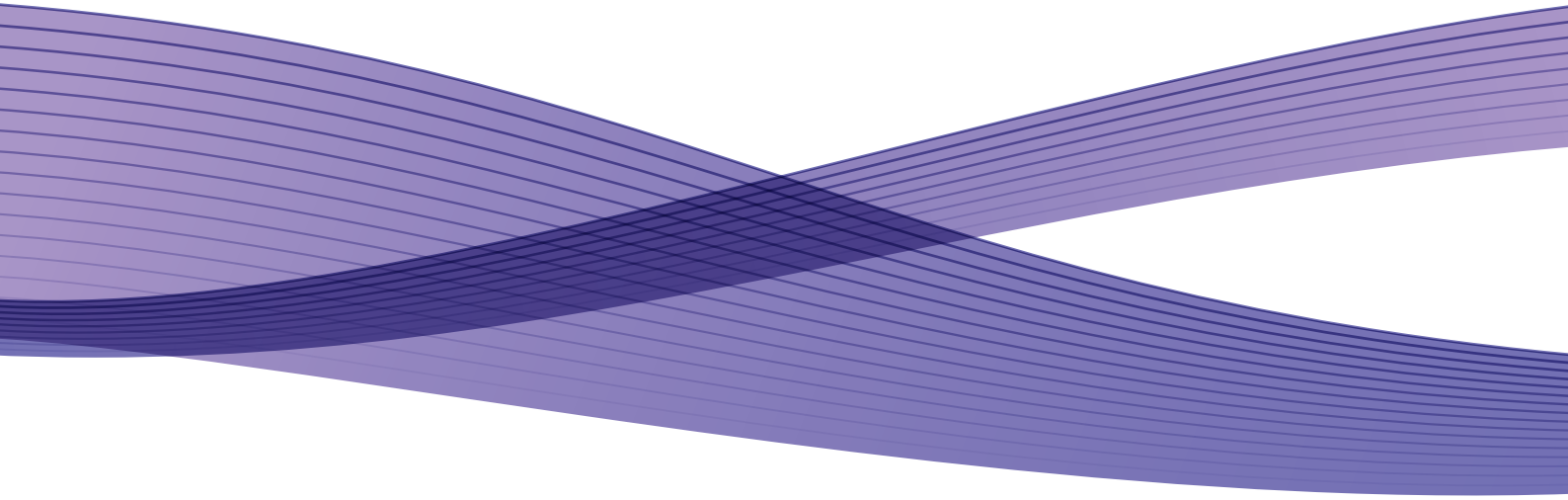


Client
Intercoop
Industry
Service



International purchasing and sourcing service goes real-time with collaborative solution



Intercoop, a buying and sourcing agency with international network, implements a suite of Fuji Xerox document management solutions to provide its customers with real-time and quality services.



The Challenge

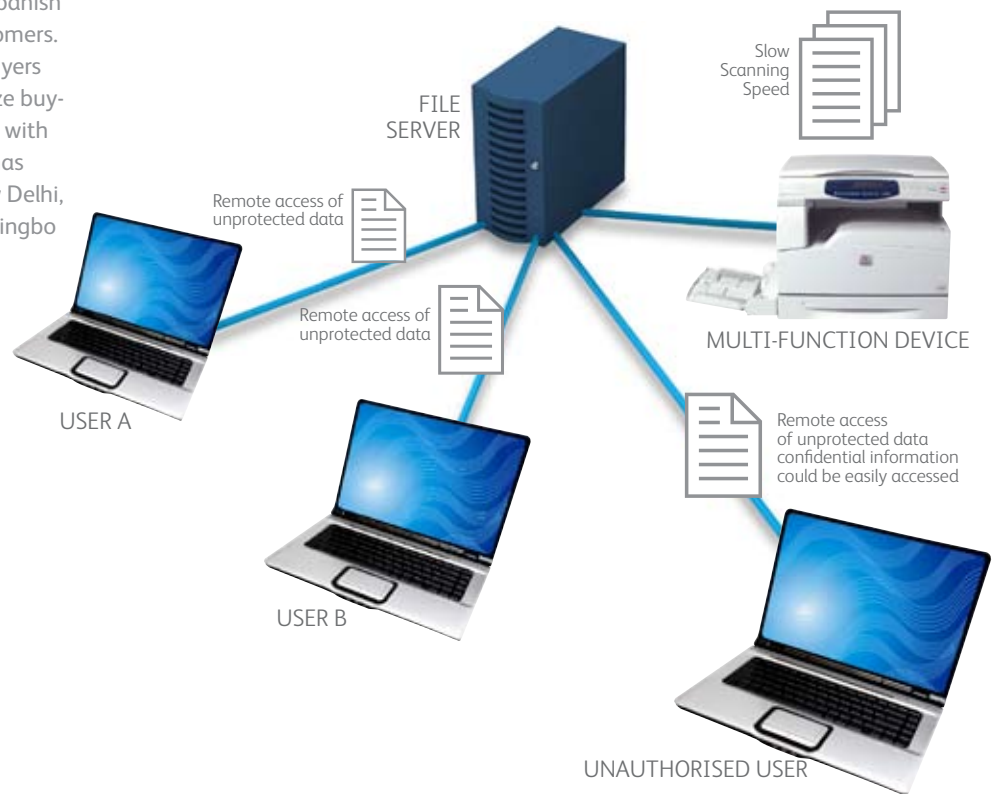
Intercoop staff would process documents manually although IC's purchasing and sourcing operations and its support of clients' activities such as laboratory testing, ordering and claim settlements, generate a huge amount of documents. IC staff have to communicate daily with vendors and customers using these documents, which necessitates frequent document retrieval.

Without a document management system, they have to spend a lot of time searching for and retrieving documents from filing cabinets and, often complained about not being able to quickly access accurate information relating to critical procurement activities such as quality control transactions. Scanned documents were also not indexed which compounded the search and retrieval issue. Another problem was the lack of security control and confidentiality as documents containing pertinent customer information like invoices could be accessed by all levels of staff

Introduction

Intercoop Limited (IC) is a buying office and a service organisation. It provides information and sourcing suppliers, and does order placement and quality control of consumer goods for Scandinavian, Italian and Spanish cooperatives, as well as for other customers. IC is the procurement link between buyers and suppliers with the aim to maximize buying power. IC operates in the Far East with its head office in Hong Kong. It also has offices in seven cities — Karachi, New Delhi, Dhaka, Ho Chi Minh City, Shanghai, Ningbo and Surabaya.

As an ISO:2001 accredited company, IC had planned to develop and implement a Document Management System. It was looking for a solution that would streamline document management and provide real-time access of information from any location. The project however hit a brick wall because there was no integration of scanner and file server. The problem was compounded by the slow speed of the office scanner as well as a complicated and time consuming scanning process.



“We chose Fuji Xerox’s solution because it suited best for our needs, and we looked at other solutions and their operability seemed to be the best in what we could get to solve our problems. We operate through the net a lot in our operations, we operate in the entire far east from Pakistan down to Indonesia. And for us, it is crucial that we have real time information and we can relate that information to different locations, be it for political control purposes, or for updating the files or whatever, so that managers from different part of the organization could have the same information. We do not need to update, or send information to various locations over and over again.”

Christian Jakobsson,
Managing Director
Intercoop Ltd

The Solution

After understanding the issues and challenges faced by IC, FXHK recommended a suite of document management solutions comprising four Fuji Xerox modules:

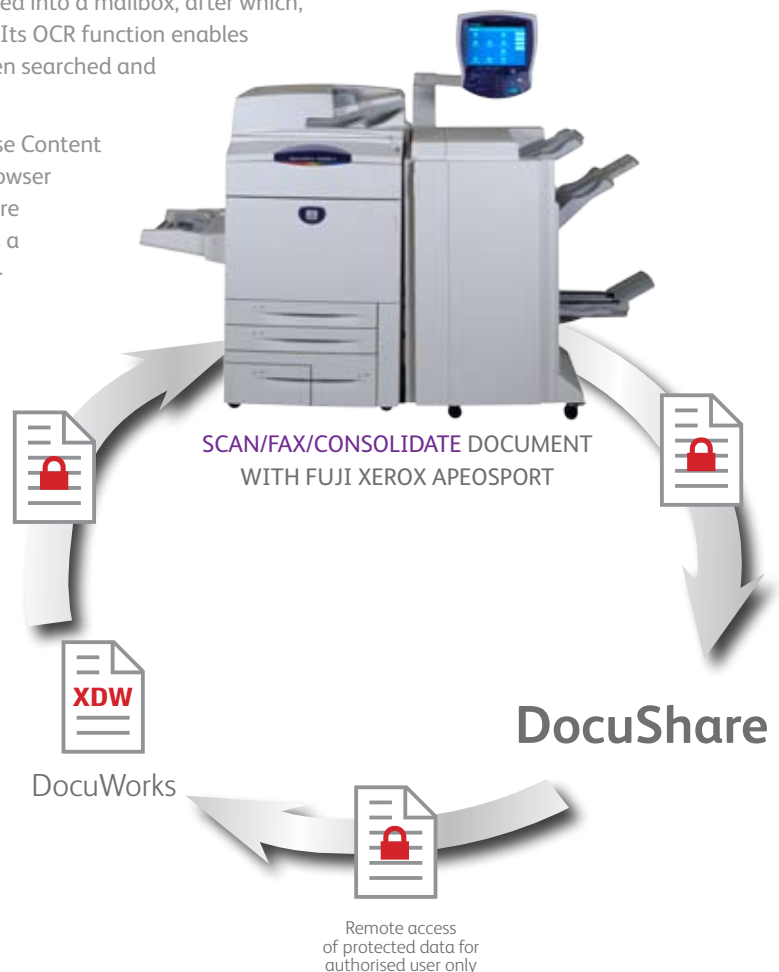
- ApeosPort C6550I (AP C6550I), high-speed MFD, provides fast scanning capability and to handle batch documents conversion easily.
- DocuShare stores, manages and shares procurement and customer-related documents.
- DSLink accesses DocuShare via the Web UI of ApeosPort to scan, index and print documents without using a PC.
- DocuWorks merges different document formats and processes OCR for scanned documents.

With the Fuji Xerox AP C6550i, an IC document can be scanned into a mailbox, after which, the scanned document can be retrieved through DocuWorks. Its OCR function enables scanned and electronic documents to be merged on a PC, then searched and edited.

Fuji Xerox’s DocuShare is an easy-to-use Web-based Enterprise Content Management Solution. Based on cross-platform and cross-browser support, staff can access the document anytime and anywhere such as in a hotel, office or at home. DocuShare also provides a powerful search engine for IC staff to quickly search for documents. Furthermore, with a control function that sets access levels, important documents with critical information can only be accessed by authorised managers.

DSLLink module enables DocuShare content to be accessed and printed from the customised web browser on the user panel of APC6550i, without having to download the content to a client PC.

DocuWorks allows for seamless integration of scanned documents and electronic documents that are created by various applications, such as MS Word, Excel, Powerpoint or Adobe Acrobat. The OCR functions can process scanned document to allow user to search and extract the content for editing.





“We have understood the major concerns and problems within the company so that we could provide a customized and specialized solution to fit into their requirements. Our solution provided to Intercoop Ltd focus in three areas in helping the company. First of all is cost saving both human resources and material cost. Second is the improvement in efficiency, and thirdly, we improve on the productivity for the workflows of the company.”

Jon Chung
Solutions Manager
Fuji Xerox HK Ltd

The Benefit

The Fuji Xerox solution consisting of both hardware and software provided IC with a practical and ideal solution for its needs. The most important consideration is that the implementation of the solution did not require the customer to change its processes or affect IC's operations. The only change was in the data input method.

The FX solution has resulted in tangible benefits like cost savings. Fewer documents need to be printed and paper consumption has been reduced. The company also experienced improved efficiency as seen in a more streamlined and efficient order-handling process and better quality control. Yet another benefit is improved productivity as the solution provides IC staff with real-time information on order processing and quality control, wherever they are located

“The system has the functions for us and they work quite well, the amount of data that is put into the system is quite a surprise to us because we are not only using it for the orders, we are also using it for communications within the company and storing many related things there. We have a huge amount of data to be stored in there, and that was a surprise to us, more than we thought .

So overall, I would say that it has been a good decision as it has brought in benefits, it has eased our operations and has made us more efficient in our operation.”.

Christian Jakobsson,
Managing Director
Intercoop Ltd

Solution at a Glance

FX Solution:

- ApeosPort
- DocuShare
- DocuShare for Apeos
- DocuWorks
- Consultancy

Benefits:

- Costs control and savings
- Higher quality print output
- Access to real-time information
- Improved order-handling process and quality control
- Improved efficiency
- Improved customer service and customer satisfaction

For more information or detailed product specifications, call or visit us at

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