



## Imaging101 Customer Solution Case Study



### Private Label Contract Manufacturer Solves Complex Paperwork and Documentation Challenges - Affordably

#### Overview

**Country:** USA

**Industry:** Pharmaceutical

#### Customer Profile

Arnet Pharmaceutical is a modern, efficient, full service private label contract manufacturer of nutritional supplements, vitamins, minerals, herbal products, specialty products and diet aids.

#### Business Situation

Arnet needed an easy to use, powerful and secure solution to meet its increasingly complex paperwork and documentation needs. Arnet also needed a way to archive old documents stored on multiple pallets stacked high with boxes.

#### Solution

Imaging101 helped deploy a solution based on the Imaging101 document imaging and document management software. The company was able to implement a simple, quick and secure method for Arnet to manage its documents and use its human resources more efficiently.

#### Benefits

- Reduced amount of paper & toner usage
- Reduced filing time
- Reduced photocopies
- Reduced postage and mailing costs
- Reduced time to find documents
- Reduced errors on orders and re-orders
- Improved Customer Service

“It is fantastic to be able to have access to documents in just seconds when we need them... without anyone running around and wasting time looking for them. We get everything we need and quickly with Imaging101.”

*Jose Tabacinic, President, Arnet Pharmaceutical*

Arnet Pharmaceutical has researched, manufactured and marketed natural products worldwide since 1972. Arnet Pharmaceutical is internationally recognized for private label contract manufacture of nutritional supplements and is well known for its quality and service. Arnet actively serves over 50 countries around the world with an extensive line of products that includes a complete range of vitamins, minerals amino acids and herbal supplements. With more emphasis on nature healing and greater awareness of good health measures consumers are seeking herbal nutritional support more than ever before. Because of this, Arnet needed an easy to use, powerful and secure solution to meet its increasingly complex paperwork and documentation needs. Arnet also needed a way to archive old documents stored on multiple pallets stacked high with boxes. After comparing multiple possible solutions, Arnet selected Imaging101 because their solution met all of the needs of the organization and at a fraction of the cost of the others.

**Imaging101**

The implementation was very quick and the payback was almost immediate. Arnet performed an ROI analysis soon after the system had been in operation.

They found that the solution paid for itself completely within the first 30 days of putting the solution to work.

## About Arnet

Established in 1972, Arnet Pharmaceutical is a modern, efficient, full service private label contract manufacturer of nutritional supplements, vitamins, minerals, herbal products, specialty products and diet aids.

Arnet Pharmaceutical has researched, manufactured and marketed natural products worldwide. Arnet Pharmaceutical is an internationally recognized contract manufacturer, known for its quality and service. Arnet actively serves over 50 countries around the world. Arnet's Quality Assurance department works closely with each customer to guarantee compliance and meet the most stringent standards.

Arnet Pharmaceutical is housed in a 45,000 sq. ft., all air-conditioned, space in Davie Florida. This facility includes offices, laboratory, manufacturing, warehouse areas, and includes separate rooms for production machinery. Arnet's extensive line of products includes a complete range of vitamins, minerals amino acids and herbal supplements in various forms such as Tablets, Capsules, Powders and Chewable.

Over the years, Arnet Pharmaceutical has led the nutritional supplement industry in price, quality and innovation. Arnet has built lasting and profitable relationships with private label customers all around the globe.

## Situation

With more emphasis on nature healing and greater awareness of good health measures consumers are seeking herbal nutritional support more than ever before. Because of this, Arnet needed an easy to use, powerful and secure document imaging and document management solution to meet its increasingly complex paperwork needs. Arnet also needed a way to archive electronic documents stored in multiple sub-directories on various file servers and paper documents

stored in multiple pallets stacked high with boxes in the warehouse and off-site.

The company needed a solution that could handle a massive and rapidly increasing volume of paperwork and allow people in every department quick and easy access to documents required to perform their duties. Arnet needed a solution that could secure these documents so that only workers with proper security rights could access them.

Another key requirement was that the solution had to provide the ability to integrate with multiple existing software and database systems to ensure accurate archiving of the documents and reduce errors and reduce redundancy.

"We needed a document management system with built-in controls to ensure data integrity, for compliance with U.S. and international government regulations. But we also needed a mechanism to guarantee maximum customer and vendor satisfaction," said *Janee Dodds, Controller, Arnet Pharmaceutical*. "Our business is driven by cost centers like R&D, marketing, finance and decisions need to be made quickly. Our paper-based system was too slow and cumbersome. It did not give us the level and speed of access we needed to help our project and customer service teams to work efficiently and respond quickly to internal and customer requirements."

## Solution

Arnet did extensive research into document imaging / document management solutions. The one thing most vendors had in common seemed to be an excessively high price tag. Many had the ability to integrate with Arnet's existing database and software systems but most of these required extensive customization and additional cost to implement.

"Making our images accessible electronically via Imaging101 will save many of us at least ten hours a month.

We will also free up 30 hours a month that other staff persons spend fielding requests. It's like having an extra employee for free with no benefits and overhead."

Imaging101 worked seamlessly with Arnet's existing standards and technological infrastructure based on Microsoft Windows Server and SQL Server and Windows XP. In Vista and Windows 7.

"Many of the vendors demonstrated very sophisticated work-flow automation capabilities, but they required a lot of work and customization. The return on investment or ROI would not be realized for many months or potentially over a year," said *Alonso Silva, IT Director for Arnet Pharmaceutical*. "We found Imaging101's implementation of work routing and distribution to be the right solution in meeting the needs of smaller standalone business units operating within our large global pharmaceutical enterprise."

The implementation was very quick and the payback was almost immediate. Arnet performed an ROI analysis soon after the system had been in operation. They found that the solution paid for itself completely within the first 30 days of putting the solution to work.

Arnet and Imaging101 rolled out the system very quickly to various departments such as Sales and Marketing, Documentation, Human Resources, Accounting, Finance and Administration.

"It is fantastic to be able to have access to documents in just seconds when we need them... without anyone running around and wasting time looking for them. We get everything we need and quickly with Imaging101," said *Jose Tabacinic, President, Arnet Pharmaceutical*. "One of my biggest complaints was about how long it took to locate information when I asked for it. Now we can find anything we need within seconds, I was able to save the company a large sum of money and every department is very happy with the Imaging101 system."

Imaging101's well-seasoned technical group helped Arnet deploy the Imaging101 solution within the various departments so the company could focus on its core business manage its human and physical resources more efficiently. It configured the Imaging101 solution by integrating with the various databases and line of business (LOB) software applications used by Arnet employees, managers and administrators.

"Imaging101's team has been working in the computer industry for over 27 years. So our entire team is extremely knowledgeable about business and about how everything and everyone needs to work together," said *Jacob Russo, President, Imaging101, Inc.* "What they like about Imaging101 is how amazingly well it integrates with their current infrastructure and how our team treated their people and their business as if it was our own. From the most experienced to the least experienced, our team treated each of their people with honesty and deep respect."

### Benefits

With Imaging101, Arnet has quicker access to valuable information, a way to cut or control spending and more time available to focus on their core competencies to take care of their clients and vendors

### Faster Access

In some cases, locating documents at Arnet could easily take hours. Moreover, at times, it could even take days. This was true particularly if the documents were in the warehouse or offsite. With the Imaging 101 system, Arnet has cut this time down to just a few seconds for each incident. This translates directly into improved customer service and improved productivity.

### Cost Reductions

"We have dramatically reduced our printing and mailing costs. We use only a fraction of the amount of paper, toner and postage that

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

[www.microsoft.com](http://www.microsoft.com)

For more information about Arnet Pharmaceutical products and services, call (800) 968-6673 or visit the Web site at:

[www.arnetusa.com](http://www.arnetusa.com)

For more information about Imaging101, Inc. products and services call (954) 659-3101 or visit the Web site at:

[www.imaging101.com](http://www.imaging101.com)

we used before. Anyone with the proper authority can now locate any document within seconds from their desktop or from anywhere in the company. We can even access documents remotely and securely. We have nearly eliminated copying and filing paper documents. Instead, we can now email documents to clients, vendors or regulatory agencies as electronic PDF documents directly from the Imaging101 system," said *Dodds*. "This has helped us become much more efficient, more responsive and reduce the potential of making errors on orders and re-orders. And it also means that our people can handle increasing business without the need to hire additional full time employees."

Arnet was also able to recover a few hundred square feet of real estate formerly taken up by filing cabinets within the first 2 months.

### Improved Control

Imaging101 enables Arnet to control access to documents and to automate more of its document workflows. This provides a critical need for speedier processing while at the same time providing a means for regulatory compliance.

"We're running our main activities with relatively small teams of people. So the efficiency and security that Imaging101 provides is the greatest benefit for us," said *Tabacinic*. "Our business cycles are extremely short and our quality requirements extremely stringent, so I'm thrilled with how we've been able to get the system and our people working diligently and rapidly in our day-to-day operations."

## Imaging101

Imaging101 is an adaptable document imaging and document management solution that enables you and your people to work faster and make business decisions with greater confidence. Imaging101 allows your people to get up and running quickly and focus on what is most important. Because it is based on Microsoft technologies such as Visual Studio, it works seamlessly and easily with the systems that your company already uses. By automating the flow and storage of paper and electronic documents and streamlining financial, customer relationship, and supply chain processes... Imaging101 brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

## Microsoft Windows Server

Windows Server enables IT professionals to increase the reliability and flexibility of their server infrastructures, save time, reduce costs, and provide a platform for a dynamic and efficiently managed data center. For more information about Windows Server go to:

[www.microsoft.com/windowsserver](http://www.microsoft.com/windowsserver)

## Microsoft SQL Server

Microsoft SQL Server provides a trusted, productive, and intelligent data platform that enables you to run your most demanding mission-critical applications, reduce time and cost of development and management of applications, and deliver actionable insight to your entire organization. For more information about SQL Server go to:

[www.microsoft.com/sqlserver](http://www.microsoft.com/sqlserver)

### Software and Services

#### ■ Products

- Imaging101
- Microsoft Windows Server
- Microsoft SQL Server

**Imaging101**

**Microsoft®**