

Reimer Hardwoods Ltd – Case Study Info Sheet.

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The purpose of this document is to highlight the major benefits derived by Reimer Hardwoods Ltd since the implementation of the Imaging101 document management system.

Overview:

Reimer Hardwoods Ltd is a wholesale distributor of hardwood lumber and related wood products in western Canada. We are a privately held family run business with approximately 50 employees in 5 geographical centres: In BC: Abbotsford, Kelowna and Victoria. In Alberta: Calgary and Edmonton.

Challenges:

Moving paper from office to office was slow and expensive – most documents were couriered or faxed from location to location. Once documents were transferred from the outlying locations to the head office in Abbotsford they would be filed in the current year's filing cabinets then transferred to prior year boxes then an overflow archive and then finally – shredded after the appropriate retention period had expired.

Government compliance audits and reviews would often take weeks as the order in which the documents were filed seldom matched the order the Auditors would request them.

Managers from the outlying branches would request documents frequently and turnaround was very slow.

Benefits:

While we are still expanding the use of the Imaging101 document management systems the benefits we have experienced so far are startling:

1. Accounts Receivable – the daily posting, applying and preparing deposits has dropped from 1-2 hours per day to 30-45 minutes.
2. Sales Orders and Proof of Delivery improvements:
 - a. Reception – 2-4 hours per day were spent sorting and filing Sales Order PickPacks and Proof of Delivery documents – this has been reduced to one hour.
 - b. Documents are no longer being couriered from the outlying branches to head office. Instead, small, affordable scanners are located in each branch. The documents are scanned in and instantly imported to the Imaging101 system.
 - c. All branch managers are able to retrieve images of these documents with an easy to use interface. They can search using any of the following criteria: Sales Order #, Invoice #, Customer, Sales Order Date, Invoice Date or Document type. Browsing a customer file is a snap.
3. Accounts Payable – all supplier invoices are scanned; the data entry is done by looking at the scanned image. Once the invoice has been entered the information needed to index it is automatically passed back to the Imaging101 system – no need for duplicate data entry.

Reimer Hardwoods Ltd. is a rapidly expanding organization – we have increased our number of sales branches from three to five in the last 18 months. Historically, this expansion would require additional staff to handle the increased volumes of paper. With Imaging101 we have been able to increase productivity, without burning out or increasing existing staffing levels.