



NUANCE

The experience speaks for itself™

CASE STUDY

MANUFACTURING INDUSTRY

Agfa-Gevaert

Improving efficiency with a digital workflow

CHALLENGE

- Severe office space constraints required reduction of on-site paper document storage
- Needed to efficiently transmit invoices and documents from U.K. to Belgian headquarters
- Needed to keep internal operations as cost efficient as possible

STRATEGY

- Installed eCopy ShareScan® on their existing Canon copier
- Integrated PDF documents directly into their document workflow
- Converted multipage invoices into electronic files for instant transmission to Belgian headquarters

RESULTS

- Significantly reduced amount of on-site paper storage and regained valuable office space
- Increased efficiency in electronic document retrieval and interoffice document transfers
- Reduced operating costs by lowering printing and overnight delivery expenses

ABOUT AGFA-GEVAERT

Headquartered in Mortsels, Belgium, Agfa-Gevaert N.V. is a global manufacturer of imaging systems for the health care and graphic arts industries. Agfa develops, manufactures and distributes analog and digital products and systems for the making, processing and reproduction of images for graphic arts, motion picture, and medical imaging processes.

In the UK, the company's third largest subsidiary, Agfa has turned its attention to its internal work processes to keep its operations as cost efficient as possible and to be able to continue to deliver world class solutions at competitive prices to its key target markets.

AGFA OPERATES IN AN OPEN PLAN OFFICE WITH MINIMAL STORAGE...

which led to a severe problem when storing the large amounts of paperwork required to operate the business. With space at a premium, Agfa was looking for a way to reduce the amount of on-site storage of paper as well as an easier way to transmit invoices and other documents to the company's Belgium headquarters. Philip Miller, Agfa's UK Corporate Communications Manager, says, "Due to British law, there are still certain types of documents we must maintain either in original or microfilmed format for up to ten years, including personnel records. But there are other types of documents that don't have to be kept as long and can be stored digitally. It was the volume of paper associated with that latter category of documents that I was interested in reducing."

"eCopy has helped us greatly improve invoice processing and reduce the need to store paper documents. The only losers in this scenario are the manufacturers of file cabinets."

— **Phillip Miller**
Corporate Communications Manager
Agfa-Gevaert, Ltd.

“eCopy is a convenient, accessible system. Its organizational and environmental benefits, including reduction in paper usage and storage space requirements, have made a great difference in the way we work.”

— **Phillip Miller**
Corporate Communications Manager
Agfa-Gevaert, Ltd.

IN THE PROCESS OF UPGRADING OFFICE COPIERS AT AGFA...

Miller learned about the capabilities offered by eCopy and saw a way to solve multiple problems at the same time. He says, “When we first installed eCopy ShareScan with our Canon copier, we trained a few key operators in its use. The system is very easy to use, and as new employees join the team, someone in the office just shows them how to use the system and they are off and running.”

“With eCopy in place,” says Miller, “our front office sales administration staff can store short- and medium-term documentation in PDF format rather than on paper. Additionally, with eCopy, we are able to easily scan in invoices with all supporting documentation for transmission to our headquarters office for payment processing.”

SIGNIFICANTLY REDUCED THE AMOUNT OF ON-SITE PAPER STORAGE...

According to Miller, “I have personally eliminated two file cabinets, as have most of the other members of our staff. And it is much faster to find stored documents with the new electronic storage capability than it was to rifle through reams of filed paper looking for a specific document, which could easily have been misfiled and almost impossible to find.”

Miller points out that thanks to eCopy, the incidental documentation that needs to be kept for a year or two is now stored in PDF form, eliminating the need to use microfilm or photocopies for these materials.

Miller has also taken advantage of eCopy to manage the large number of multipage invoices and the supporting documents that must be approved for payment in the UK and transmitted to Belgium for processing in the company’s Pan-European administrative center. Additionally, the UK operation has benefited from reduced costs in terms of the paper and consumables associated with printing multiple copies of documents that are now managed electronically. Miller concludes, “Canon and eCopy have provided terrific support, helping us live our company philosophy of staying ahead with expert services in our day-to-day internal operations. This can only benefit our customers in the long term by keeping our operating costs in line.”

© Copyright 1995-2009 Nuance Communications, Inc. All rights reserved. This program is protected by US and International copyright laws as described in the Help About. All other terms and products are trademarks or registered trademarks of their respective owners and are hereby acknowledged.