

Nuance ShareScan brews up document capture and indexing success at N&W Global Vending.

Challenge

- To overhaul document capture and indexing process
- To reduce admin and redeploy staff to more rewarding, beneficial tasks
- To make it easier to locate PDFs of orders and invoices

Solution

- To deploy Nuance ShareScan on multi-function devices
- To integrate it with the company's existing INVU document management system

Results

- Less time taken for document capture and indexing
- More efficient scanning
- Client information quicker, easier to find

Company Profile

N&W Global Vending is a world-leader in the production of automatic snack and beverage vending machines. Founded in 2000 following the merger of two respected vending companies—Wittenborg of Denmark, and the Italian company Necta—today N&W Global Vending is an international player, offering a wide-range of vending machines and related products and services, for hotels, restaurants, cafés and offices.



“It’s an excellent solution. It is easy to integrate, easy to use and it works very effectively. An item can be scanned and indexed correctly in less time than it takes to walk back to your desk.”

Mick Goodwin
IT & Cost Control Manager
N&W Global Vending

With the improving economic climate, N&W Global Vending recognized the need to drive new workflow efficiencies, save time, lower costs and prepare for the growing demand for its products and services. Today, Nuance eCopy ShareScan and eCopy Watch Service are instrumental in helping it achieve these goals.

Paper, paper, everywhere

Mick Goodwin, IT & Cost Control Manager at N&W Global Vending, explains the driver for deploying imaging solutions from Nuance. “We identified that we had a very labor intensive routine for processing Order Packs and invoices and archiving them into our existing INVU document management system. We had one person on this task and it was close to being a full-time job for them. We had to find a better way to capture, collate and index Order Packs and invoices.”

Order Packs are comprehensive bundles comprising order forms and supporting emails, correspondence and even handwritten notes. Previously, the collation of Order Packs was a complex and time-consuming process, which took one member of staff the best part of a working day, alternating between scanning, printing and manually collating documents before scanning them back in again, using a standard MFD scan-to-folder function for manual import and indexing into INVU. Given that the company produces up to 300 Order Packs a month, the decision was made to automate as much of the capture and indexing process as possible.

Further complexity was added to the document workflow process, as Mick explains: “Invoices are supplied from our JD Edwards ERP system based at our head-office in Italy. The invoice PDF often contains multiple invoices and they are also multi-paged. These were printed out and then scanned back in individually, which also made this a time-consuming task.”

The ShareScan solution to effective capture and indexing

When assessing document capture solutions, Mick was advised to consider Nuance eCopy ShareScan and eCopy Watch Service by its managed print service supplier. eCopy ShareScan is an MFP document capture solution that completely automates and simplifies workflows to provide users with advanced imaging capabilities.

eCopy Watch Service is an email and folder watching functionality. It captures electronic files and documents by monitoring network folders or email addresses. This enables organizations to expand eCopy ShareScan workflows to include electronic documents, files, and images from virtually any source—including mobile devices, email addresses, and MFPs or scanners not on the supported device list.

The ease of integration

When assessing the available capture solutions, one aspect that stood out for Mick was ShareScan’s straightforward integration with INVU, meaning the company wouldn’t have to make any additional investments to support the implementation, while maximizing the investment already made in other applications. Another feature that appealed was ShareScan’s simplicity and ease of use. “It’s essentially two buttons on the screen of our MFP and the interface is very neat and straightforward to use,” explains Mick.

These factors, combined with Mick’s previous positive experience with solutions from Nuance Imaging, meant the decision was made to deploy ShareScan. It is a decision that has rewarded N&W Global Vending with a far slicker process for Order Pack creation, thanks to ShareScan’s barcode recognition, extended forms processing and eCopy Watch Service.

Now, multiple Order Packs are collated manually and then batch-scanned using eCopy ShareScan embedded on the MFD. Once scanned, eCopy conducts template recognition to identify the split of an order. The relevant fields are captured to a CSV file. The split files are then renamed, according to the order number and then sent to a hot-folder, along with its relevant CSV file, which INVU monitors and then imports accordingly. The invoice process has been dramatically simplified too. The company no longer has to print the supplied invoice PDF; they simply drop it into a hot-folder which eCopy watches, and a similar splitting process takes place. They are renamed to the invoice number and delivered to another hot-folder that INVU monitors for automatic import.

Ready for the future, today

Needless to say, this solution has saved the company many hours in manual scanning and archiving time and has enabled a member of staff to be deployed to conduct other tasks. "It's an excellent solution," Mick states.

"It is easy to integrate, easy to use and it works very effectively. An item can be scanned and indexed correctly in less time than it takes to walk back to your desk. Another advantage of having this system is that when a customer calls, we spend less time trying to locate their files or invoices, which greatly improves the customer service experience. Additionally, the less time we're looking for files, the more time we can spend on the phone selling."

And, with the economic recovery brewing, N&W Global Vending can be confident that its document workflow process is now well prepared for processing future sales orders.

To learn more about Nuance document imaging solutions, please call 1 800-327-0183 or visit nuance.com.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com.

