

## imageWARE CASE STUDY

### Document Management Platform for Manufacturing



OVERVIEW

WORKFLOW

SOLUTION

SUMMARY

### Canon Solution: imageWARE Document Manager and imageWARE Scan Manager

#### 1 General Overview

The customer, a manufacturing company with approximately 1,300 employees in 11 countries across all major regions of the globe, is a leader in delivering a wide range of products for many different industries. They believe that each customer is unique, with a different set of needs based on individual markets, strategies, and competitive dynamics.

At their North American state-of-the-art laboratory complex, scientists and technicians are able to enhance the value provided to their customers by delivering a wide range of services from application testing to the development of new products. This has helped them become a leading technical manufacturing innovator and has directly increased their presence all over the world.

They operate 18 global facilities, with plants and sales offices strategically located in different regions in order to provide the highest level of quality, service, and responsiveness to customers. In today's increasingly competitive business environment, better quality translates into better value for their customers—and this is the very essence of their competitive differentiation.

## Customer Workflow and Issues

The challenge for the manufacturer's staff was to manage "more with less" at their headquarters. Over the past several months, their resources had not grown and many employees were tasked with monitoring functions outside of their normal responsibilities. Their resources had reached capacity to oversee daily operations. Adding to this complexity was the use of three different document and content management systems at their headquarters. These systems overlapped and proved difficult to manage given resource constraints.

In addition to managing separate systems, the manufacturer's relationship with each technology partner proved to be complex. This translated into extra work for the manufacturer's resources to ensure that each system met their business needs and requirements. With resources already strained, this extra work hampered the management of the multiple systems. It was at this point that they recognized a need to determine a long-term business strategy that would allow them to maintain their current staffing while standardizing the use of one document management system for their entire organization.

Their goals were straightforward: eliminate the multiple document management systems and migrate to only one, maintain growth with reduced staff, and extend the system to all facilities. To achieve these goals, they needed to select a technology partner that would be capable of helping them meet their objectives. Working with a proven technology leader was essential to strengthening their document management infrastructure and helping them meet their long-term business goals. They evaluated multiple document management solutions, even those currently in use at their headquarters. Their goal was to evaluate each solution to determine if it met their selective criteria for business growth, development, deployment, and relationship management.

During their review of the Canon solution, Canon Professional Services (CPS) was consulted. The manufacturer had prior experience working with Canon's imageWARE Scan Manager and imageWARE Document Manager software, which were being utilized at their headquarters. Although this was the case, they weren't fully extracting the value from this previous software investment. Working with CPS, the manufacturer quickly recognized the value they were missing from their initial imageWARE implementation. The expertise inherent within CPS brought an additional level of knowledge with regard to digital imaging, workflow automation, and system design.



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## Canon Solution Overview and Components

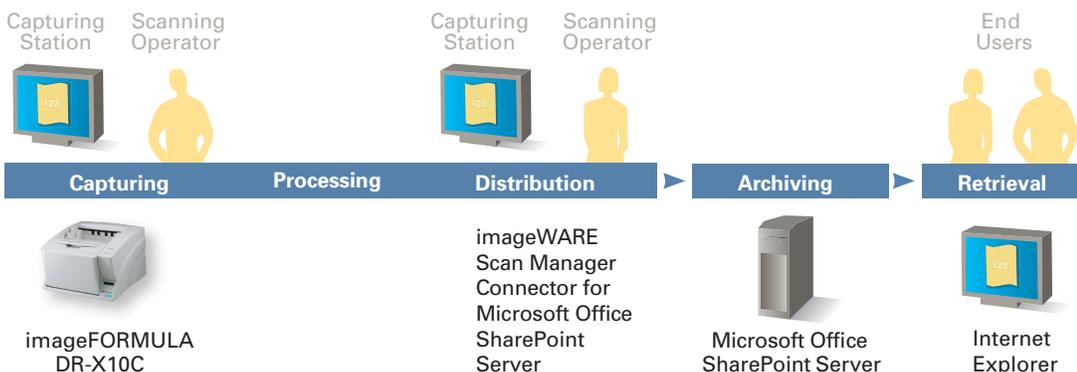
CPS worked directly with the customer to understand its business objectives and created a plan to develop an imageWARE document management platform, one that could be deployed at their headquarters. This was no easy task considering that there were three separate document management systems established at its facility. CPS proactively engaged the customer to define and develop the business requirements. The collaboration between both parties had a positive effect on the project. An immediate benefit of their teamwork was a better relationship and understanding the capabilities of Canon resources and the manufacturer's short- and long-term strategies.

Their primary imageWARE goal was to migrate to the latest version of both imageWARE Scan Manager and imageWARE Document Manager while ensuring that their existing data repository remained in tact and accessible to users. CPS met the customer's requirement and implemented the most recent versions to six business units. After deployment, each business unit had its own separate imageWARE Document Manager cabinet, with all cabinets residing on the same server. The imageWARE software install helped the business units become more efficient with their paper-intensive workflows. It also fit nicely into the manufacturer's long-term strategy of displacing the other document management solutions and, eventually, utilizing one document management system at its headquarters.

With the assistance of CPS, the customer was able to take better advantage of the investments it had made in Canon imageWARE software. The collaboration between both organizations was essential to designing a system that would meet the current requirements outlined by the customer while, at the same time, prepare them to expand this implementation as needed. Based on experience, the manufacturer is satisfied with the imageWARE platform. Although other document management platforms are still in use at its headquarters, the IT staff is strongly considering imageWARE as their primary document/content management solution. While this is still being assessed, the feasibility of such a decision is a testimony to the teamwork and insight of both CPS and the customer.

One of the added benefits associated with working with CPS is access to information associated with Canon's technology roadmap. The manufacturer had a keen interest in Canon's product roadmap and strategy, and a key consideration for their IT staff was to ally itself with a provider that would be constantly expanding and growing its technology. What they didn't realize at the time is that Canon contributes almost 10% of gross sales to research and development each year. This investment significantly exceeds that of Canon's competitors. The manufacturer's interest in Canon technology paid an immediate dividend in connection with its document management needs. The manufacturer, a user of Microsoft® Office SharePoint Server (MOSS) for office collaboration, was interested in integrating MOSS into its environment. Canon had recently announced the availability of the imageWARE Scan Manager Connector for MOSS and so, with the assistance of Canon, the imageWARE Scan Manager MOSS connector was installed at the headquarters and has further enhanced the imageWARE document management platform.

### imageWARE Scan Manager MOSS Connector Solution



## Summary

By leveraging Canon technology and expertise, the customer was able to meet two key business requirements. As a budget-conscious organization, the manufacturer was looking to maximize business relationships to streamline overall organization inefficiencies. As a Canon customer, it was a logical progression from using Canon office equipment and technology to utilizing CPS and its expertise to improve overall business workflows. The collaboration between CPS and the manufacturer provides an excellent example of how Canon expertise can be applied to solve complex customer business problems. The end result was a rapid and successful implementation of the imageWARE solution and the ability for the manufacturer to extract greater value from its initial investment in document/content management software.

Working with Canon has benefitted the customer's document workflows. It now has in place a document management platform that has streamlined its document-intensive processes. The imageWARE solution has helped reduce costs for physical document storage and the amount of paper needed on hand at headquarters. The success of the solution can be measured by the manufacturer's interest in possibly selecting imageWARE as the sole document management solution to be utilized at headquarters as well as other facilities worldwide.

CPS and the manufacturer's IT staff approached the project planning and implementation from three different aspects: the services underlying the solution, the technical framework for developing and managing the process, and the strategy of how the solution and technology would be viewed long-term. The strategy was based on the customer's vision of where it wanted to be from a technology infrastructure perspective. CPS also addressed the incorporation of automation throughout the process and how the technology could be utilized for other document-intensive workflows as well as addressing infrastructure needs.

After the implementation, the manufacturer commented that the imageWARE solution from Canon has provided a seamless document workflow solution. The integration of imageWARE Scan Manager, imageWARE Document Manager, and the DR-Series Document Scanners delivered a complete document management solution. The key component to the success of the project was the collaboration between CPS and the manufacturer. The customer was pleased with Canon's commitment to enhancing its technology to help them grow as their business needs change.

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