



infonic

CASE STUDY - Document Manager™ - Midlands Co-Operative Society



KONICA MINOLTA

## Reducing reliance on paper documents.



Midlands

**Company:** Midlands Co-Operative Society

**Country:** United Kingdom

**Industry:** Food and non-food retail, travel, funeral services and transport.

**Profile:** Largest independent regional co-operative society in the UK.

**Key Drivers:** Provide consolidated central document management solution to the diverse group of businesses. Reduce reliance on paper documents. Reduce spend on third party scanning and indexing services.

**The Society was operating two legacy content management systems that were old and no longer supported by their manufacturers. The Society wanted to move all its businesses onto one standardised Enterprise Content Management system.**

The Society's main objective was to reduce reliance on paper documents. There were clear benefits for the society from moving to a modern Document Management solution, especially as the Society had recently invested heavily in linking all its remote locations on one wide area network.

The Society was spending £70k per annum on third party scanning and indexing and was looking for a way to reduce these costs. The intention was to use the MFD's already purchased across the society to perform this scanning in-house. The Society wanted to achieve as much automatic content indexing as possible.

### Choosing Infonic Document Manager™

Konica Minolta, an Infonic Platinum Partner, recommended Infonic to the Midlands Co-op. The Society carried out a full procurement process assessing a number of systems via full software demonstrations and reference visits. Once Infonic were identified as the preferred solution the Society's IT team carried out a Proof of Concept project covering many aspects of the business requirements including auto indexed invoice scanning, screen scraping, workflow business system interfaces and legacy system data migration.

Across a range of document types the Infonic solution offered significant advantages such as the ability to index via barcode. Also, Infonic's ability to retrieve documents from business applications such as the accounts payable and general ledger systems would speed up document retrieval.

"The Society were impressed by the Infonic document management package's flexibility to cope with different business requirements and the range of document types within each business" said Simon Frodsham, Project Manager.

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“Infonic had the Flexibility to cope with the different business requirements within the Society and with the individual document types within each business”

said **Simon Frodsham**,  
Project Manager

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### Benefits of Document Manager™

- Reduction of paper usage
- Improved staff efficiency and reduction in workload
- Flexibility to handle wide range of document types
- Indexing of documents via barcode
- Reduction in spend on third party scanning services
- Documents are now warehoused via scanning at their source

### Document Manager™ in action at Midlands Co-op

Since going Live in April 2009, the Infonic document management system has been stable with no performance issues and has not been affected by over 3 million documents being migrated from legacy solutions.

The document management solution has assisted the Midlands Co-op in achieving the objectives of reducing paper usage within the Society, making the organisation more environmentally friendly, becoming increasingly efficient, providing an effective Disaster Recovery strategy and securing customer and operational data.

Within the Society there are many different businesses, the initial programme delivery included the “big wins” for improved document management within Finance, HR, Property, Retail and the Capital Approval workflows. As the benefits are realised in those parts of the organisation the need for Infonic’s efficiency benefits will become apparent elsewhere in the Society’s operations.

“The Infonic solution is extremely versatile delivering a vast range of DM solutions with impressive features including its intuitive and easy to use application, its ability to interface with all our systems to date and the speed of the document retrieval” said Simon Frodsham, Project Manager.