

FORMTRAN

Sugarcreek Industries



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- Aluminum storm door and window manufacturer located in Ohio

Industry

Manufacturing

Challenge

- Full-time Staff Member Required for Filing

Strategy

- Formtran provides document scanning solution

Results

- Filing time drastically reduced
- Improved functionality of overall systems
- Easier and faster delivery time and customer service

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Organization Profile

Ohio-based *Sugarcreek Industries* manufactures and distributes a wide array of aluminum storm doors and windows for residential, retro-fit, and light-commercial applications. The company is committed to providing the best components, workmanship, and technology and production techniques to deliver secure, energy-efficient, and durable doors and windows for its customers.

Challenge: Full-time Staff Member Required for Filing

Historically, each order was sent with an individual packing slip that required a customer's signature upon delivery. Drivers were required to collect a signed form for each product shipped, and these delivery sheets were returned to *Sugarcreek's* main office for filing. The company devoted one full-time staff member to manual filing each individual sheet. In addition, any time *Sugarcreek's* customer service team needed to confirm delivery, staff members had to leave their work area to search for a specific document filed in one of the numerous storage areas in the office. The company determined that it could gain efficiency and reduce processing time by developing an online document management system, which would allow employees to view information electronically without leaving their desks. *Sugarcreek* technologists developed their own imaging system but still needed to automate document capture process.



Strategy: Formtran Provides Document Scanning Solution

Sugarcreek worked with technology solution provider *Formtran* to identify technology that would enable the company to easily capture information from paper forms using a document scanner. Using the *Formtran* solution, *Sugarcreek* has redesigned and improved its delivery sheet documents. Each form now supports multiple product shipments, reducing the paperwork and labor that the delivery drivers must devote to each shipped order. Forms are printed with a unique identification number, and the *Formtran* system captures and saves this number with the corresponding image, allowing customer service representatives to search for and view the document online.

Results: Filing Time Drastically Reduced

Sugarcreek previously required a staff member to devote eight hours of time to filing. With *Formtran's* help, the company now scans and processes forms in thirty minutes. "It's great stuff," said Brent Mullet, *Sugarcreek* IS Manager. "We're not even taking advantage of all of the functionality of the product yet and we've already reduced filing time. We've also made it easier and faster for our delivery drivers and customer service representatives to do their jobs."