

Replacing a Cumbersome Legacy Capture System



81-Year-Old Independent Mattress Manufacturer Gets a New Spring in Their Step

Park Place Corporation is a nationally known company in the mattress manufacturing industry. Started on November 1, 1931, during a recession it has continued to grow and expand under the most difficult economic hardships in the past and present. With 81 years in the business and going on their fourth generation of management, they have built a solid customer service based culture, focused on providing their retail distributors with top notch service.

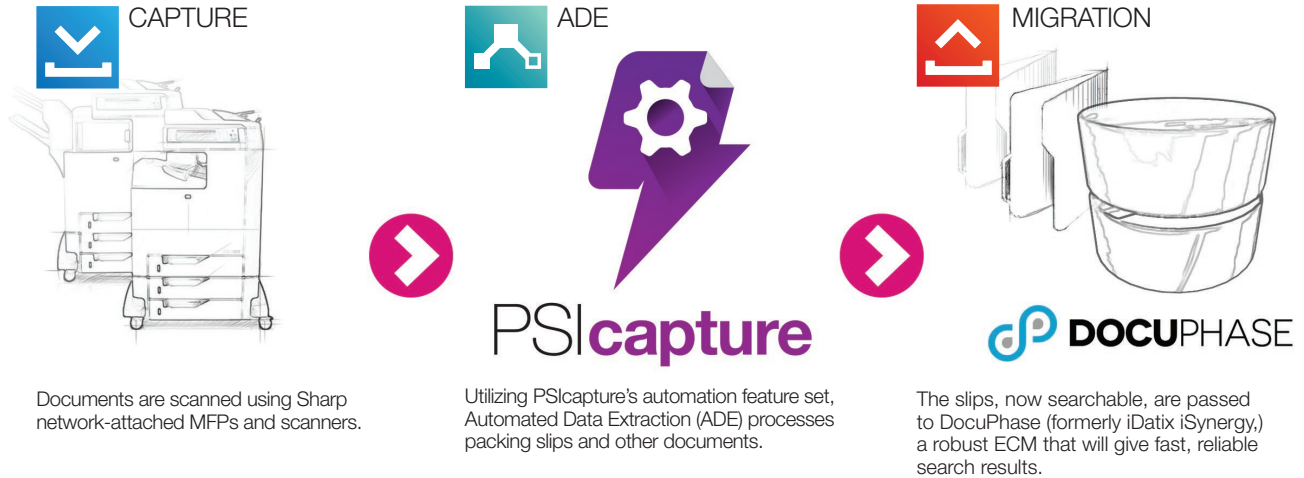
The Problem

With great customer service being a major focus for Park Place Corporation, they require fast and accurate access to documentation. Providing both customers and retailers with instantly accessible delivery information allows for smooth operations and delivery flow. Problems with the current capture software and document management system limited system application, growth and support. In use for over six years, the system was not fully compatible with the current operating software, could not accommodate all source documents and was not easily or efficiently supportable. Main issues included expandability of applications, feature set, cost and flexibility. They needed a new solution that could overcome their current limitations, but that was also cost-effective in the long term.

Solution Requirements

“We need to be able to capture, find and quickly deliver the information to our customers,” said David Orders, Vice President of Administration. Sharp Business Systems (a PSIGEN partner) knew that they could use a PSICapture and iDatix combined Solution to achieve their desired results, while keeping costs low and providing a powerful solution that could meet their document needs not only today, but in the future as well. From a capture perspective, the system would need a focus on automation and efficiency, conserving employee time for other important job areas. They needed a capture application that could feed documents and data to a reliable, searchable repository to enhance service and reduce response times.





The PSIGEN Solution

Park Place was a longtime customer of Sharp Business System in South Carolina. Sharp took a two-pronged approach to the Park Place problem, one focused on solving the shortcomings of their current capture system, the other focused on search and their repository. Utilizing PSICapture's automation feature set, they created an Automated Data Extraction (ADE) capture workflow that provided efficiency in processing packing slips. As slips are scanned, they go through an OCR process to extract all the pertinent information. The slips are made searchable, and then passed on to iDatix iSynergy. The iDatix solution provided a robust document management system to give reliable search results in a fast and efficient manner.

Conclusion

"The joint solution provided by Sharp does so much more than our previous system. If we need to attach a purchase order to the bill of lading to the invoice we can do that now. Instead of searching in three different places, we can search for all of them in one. But we cannot do all this great new stuff if we do not change our thinking and constantly expand what we could not do before," said David Orders, Vice President of Administration.

The combination of technology from PSIGEN, iDatix and Sharp has provided a foundation for future expansion to other paper processes and departments.



Solution Components in Summary:

Capture Software:	PSIGEN PSICapture Enterprise with ADE & OCR
Content Repository:	iDatix iSynergy (now DocuPhase)
Scanners:	Sharp MFPs