

aivika

Reference Story

Founded in 1918, Embalex is a global industrial packaging company. They design and manufacture all types of wooden, cardboard and hybrid packaging customised for each client.

From design to delivery of the product to its final destination, the processes are detailed meticulously by Embalex. These processes require a diverse number of documents, electronic and paper, which require robust workflows and management.

Embalex

Embalex is a complex company. Its activity involves working with large amounts of data associated with their complicated manufacturing processes, from the moment an order is received until it is delivered, all these processes are accompanied by documents and data of different types.

Part of the process involves the manufacture of made to measure packages for each shipment. The documentation associated with each manufacturing process must be available to be reviewed at any time.

Sage Murano and Serpico

Embalex employs two powerful business management systems. 'Sage' processes everything from the receipt of the order to invoicing and client billing. All data related to these processes are stored using Sage.

'Serpico' is a platform developed especially for Embalex. This platform manages the entire process of manufacturing, from stock control and quality testing before delivery.

Both platforms, communicate actively by exchanging data related to the client or product, they are independent platforms that integrate well with each other.



Challenge

"At Embalex we had a problem related to the large amount of documentation and data associated with each client" - stated Roger More, manager of Embalex, "each file associated with a client has several phases, each phase requiring detailed documentation."

"Our staff had been working in a certain way for years, it was a very manual process. This process had, on occasions, caused a loss of data slowing down of the work. " The problems were, in part, due to information and documentation being inserted manually, a process that was very labour intensive."

The challenge for Embalex was to find a way to process and automate the documentation in each part of the process in the right way. Sometimes paper documents were received, documents were attached to an email or photographs taken from a mobile device. Standardizing the entire document entry process and making it interact with Sage and Serpico, was proving a difficult challenge to overcome.

Another challenge was to find a way for the staff to adapt quickly and easily to these new working methods, which required a flexible and very easy-to-use set of tools.



Aivika Capture based solution

The solution to all the challenges posed by Embalex was overcome by utilising Aivika Capture Pro. Thanks to the wide range of capture options, the users at Embalex could capture the documents from any input source, paper, email, ERP, CRM and Mobile devices etc.

More than 25 Aivika Capture Pro clients were installed in the different departments involved in the processes, mainly production. Five workflows on each of the clients were created on the ScannerVision server, each workflow was responsible for a specific task within the process.

Upon receiving an order, designing the product and processing documents to be signed by the client, each of these steps has its own specially designed process.

What makes the implemented solution especially powerful is its perfect integration with the two existing platforms at Embalex. Each of the processes is integrated bi-directionally with Sage.

By entering a reference value, other required fields are obtained from the database in order to interact with Sage and Serpico. This way ScannerVision stores the scanned document in the correct location while loading and saving the appropriate metadata in the corresponding location.

The end result for the user is a simplification of their daily processes. ScannerVision is responsible for extracting all necessary data from the documents associated with each stage of the process, be it barcode, information contained somewhere in the document or values inserted by the user through the Aivika Capture Pro interface.

"With Aivika, everything is entered and synchronized automatically with Sage. Now any document associated with a file is easily retrievable and the data is entered automatically. In addition, each department is notified when there is a pending task."

Thanks to the conditional execution of connectors, ScannerVision is able to not only notify the appropriate people or departments when certain conditions are met, but also to execute parts of the process linked to that condition. This eliminates much of the manual tasks saving time and the possibility of human error.

Benefits

Embalex has practically eliminated paper documents and has managed to automate the entry of data into its Sage and Serpico systems. The benefits obtained throughout this process provide a significant time saving while minimizing errors.

All information related to a client file is now accessible at any time by any employee with the rights to access it. The incidents related to the loss of data have disappeared and the experience of the users has improved considerably.

Our Customer experience



"My personal experience has been highly rewarding, all the staff are very satisfied, they would be lost now without ScannerVision and Aivika Capture. They have managed to minimize paper documents, which was one of our main objectives at the same time having more information to hand that is accurate and up to date.

The integration with Sage and Serpico is exactly what we required. Our workers, with years of experience and set working practices, have not had any problems during the installation and commissioning period. It really has reached a point where I sometimes wonder how we managed before implementing Aivika capture tools and ScannerVision products "

Roger Moré - Director