

Contracts Move Oil

Canon Business Process Services Moves It Faster



After going through a merger, our client, a premier brand in the petrochemicals industry, discovered that legacy document processes were obstructing the updating, revising and completion of oil contracts quickly. Business moves rapidly and when a contract needs to be changed, the customer and the teams working on the case cannot wait for documents to be located, retrieved and distributed. Our client's legacy process, however, forced people to interrupt their work repeatedly because they frequently had to wait for documents.

THE CHALLENGE

This disruption to existing contracts put client relationships at risk, an outcome that was not acceptable to our client. They wanted to reduce the time it took to complete a case by making it easier for employees to find and access documents when they were actually needed.

This client wanted to deploy a proven process that continuously updated both the existing paper files and an electronic document management system. The client also wanted to reduce the total cost of document processing—for paper,

printing, copies, faxes, mail, distribution and storage.

They were also looking to control the cost of managing records, including off-site storage.

THE SOLUTION

Working in concert with the client's IT department, Canon Business Process Services (Canon) redesigned the document flows and imaging processes. Our workflow design enabled the client to centralize all the new documents that need to be added to the customer files on a daily basis.

The next step put in place a day forward process for incoming mail, imaging, indexing and updating electronic files, followed by the filing of paper records. Mail and imaging operations were consolidated into a Digital Intake Center utilizing Canon's imaging technology to perform barcode indexing, a system that offers a convenient way to both index and connect the electronic files with their paper counterparts.

After the merger, it was clear the paper document processes were getting in the way of updating, changing and completing oil contracts quickly.

This solution also served to leverage directory lookup, thereby reducing the key-entry workload during indexing or searching. Advanced imaging technology is incorporated that automatically cleans up the image and OCR for full-text searches. In records management, Canon implemented new filing systems to store more files in less room, used barcoding to label and track files easily and renegotiated storage and transportation costs with offsite storage vendors.

ABOUT CANON BUSINESS PROCESS SERVICES, INC.

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.

THE RESULT

The new centralized document imaging process liberated staff in marketing, customer service, accounting and contracts management from time-consuming filing and imaging tasks.

By turning over control for mail and imaging and maintaining the customer files to Canon, the client has implemented a reliable system where records are maintained according to policy, instead of departmental or employee convenience. On a daily basis, documents are received via mail and collected from all departments before being imaged. Both the electronic and paper formats are updated at the same time. More than 1.6 million older files have also been imaged to make room for valuable office space.

Since the Digital Intake Center was initiated, a noticeable dip in document process costs was observed. Costs related to fax volumes, couriers, USPS mail and offsite records retrieval all decreased. In the central reprographics department, the copy costs and time spent copying documents from customer files have also declined.

Currently, all the documents are simply added to the files, and both the paper and the electronic files are fully synchronized and up to date. Engineers, lawyers, customer service, marketing and even accounting professionals can access the files via a Web-enabled thin client interface. They can search and view any document at any time, without depending on the file room clerks to retrieve, copy and deliver files.