



KONICA MINOLTA

ENTERPRISE CONTENT
MANAGEMENT

Giving Shape to Ideas

Content Management



ECM Success Profile

GALLATIN STEEL COMPANY

ECM improves operational efficiency and eliminates document storage issues with OnBase® and Konica Minolta

BACKGROUND: Gallatin Steel Company, which melts, refines, casts and rolls steel scrap metal from many sources, produces 1.5 million tons of steel coils a year that are used to make tire rims and other metal products. The Ghent, KY-based company was losing room to store documents that are critical to its operations, including shipping, human resources, compliance, customer service, e-mails and faxes.

CHALLENGE: Gallatin's processes required a vast amount of paper. While looking for a document management solution, company officials learned that an enterprise content management (ECM) solution could reduce the paper processing to improve operational efficiency, customer service and corporate accountability. The company sought an application that could manage reports, support e-forms, allow full-text indexing and accommodate extensive keywords. Other critical components were retention, records management and version control. It also needed to be compatible with existing infrastructure, including an Oracle database, Windows™ server, (Microsoft) Outlook® and (Captaris, Inc.) RightFax.

"We had an enterprise vision from the beginning," said Tamera Vaughan, Process Manager, Information Systems at Gallatin. "We knew we wanted to roll the solution out to every department, and the IS Department serves the whole company. We needed to have the same method of retrieval for everyone so that we could train everyone once and only have to support one system."

Of the many problem areas that Gallatin had to address, shipping had the most critical daily issues because its process is so time intensive. Every month, shipping had to box up its documents and move them to another storage location because it was running out of room. Annually, it deals with an average 30,000 bills of lading; 6,300 work orders; 9,000 metallurgical test reports; and more than 35,000 invoices that are part of the packets sent with each shipment.

SOLUTION: After learning about OnBase® by Hyland, a Konica Minolta strategic partner, at a RightFax seminar, Gallatin chose OnBase as their ECM solution.

"The big difference is OnBase's Workflow module," said Kirk Works, Process Manager, Information Systems. "It's easy-to-use and configure. Because it's graphically configurable, we didn't have to learn a new programming language, and it offered good APIs (application programming interface) and Application Enabler to integrate with other systems."

"The variety of OnBase modules gave us room for growth to meet future needs, and we were impressed that they were all Hyland products. Some solutions are a conglomeration of third-party applications a vendor has combined. We wanted something that was fully integrated as a single solution," Works said.

continued

RESULTS:

- Projected to save 32 hours a month in customer document process improvements, which includes the metallurgic review and auditing of about 7,595 purchase orders annually
- Supports compliance initiatives for ISO and other quality standards as well as Sarbanes-Oxley
- Provides a fully integrated platform to create an enterprise solution incrementally
- Improves ability to perform financial projections and audits
- Multiple workflows automate processes and eliminate dependence on paper routing



GALLATIN STEEL COMPANY

BUSINESS IMPACT: Before OnBase, Gallatin employees used physical folders and paper to process claims. “The documents were passed from person to person, and the file could get stuck on someone’s desk, lost should someone look for it,” said Vaughan. “We implemented the ECM solution in claims processing so employees could be efficient instead of spending too much time tracking down files that were missing.”

OnBase has empowered Gallatin to refine disjointed manual processes and inefficient paper-based operations, and recast them as consistent, streamlined corporate procedures and knowledge.

“Now the information we need is online and available to whomever needs it,” said Vaughan. “There’s no longer the risk that the file you need is lost. It’s also given us the opportunity to re-engineer our business process to provide consistency and standardization, making us more efficient. Before OnBase, everyone was doing their own thing, which negatively affected overall productivity.”

OnBase takes electronic signatures from an electronic wireless signature pad to help reduce time and increase efficiency of the shipping dispatchers and other staff involved in the process. Information is sent to the correct workflow queue to back-up information collected. The shipping department alone generated 42 boxes of files annually with a three-year retention period. With OnBase, these and other documents are now available to any authorized user, regardless of location, through the OnBase interface or the order-to-cash system without requiring the printing and storage of reams of paper.

Other benefits experienced include:

- 2,280 truckloads of product are easily shipped, tracked and managed per month, which equals approximately 75 shipments per day.
- After the successes in shipping, Gallatin integrated Claims Processing and the Quality System (QS) Library, along with the AR Lockbox and Investigative Sample Analysis solutions. In Claims Processing alone, Gallatin added another seven workflows to further automate its enterprise vision.
- Using APIs, Gallatin integrated OnBase with a homegrown claims processing application and customer information application, as well as Gallatin’s sell-from-inventory application.

TECHNOLOGY:

- OnBase® by Hyland

Partnership.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives.

Contact us at

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to realize opportunities in:

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