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## Joshen Paper improves business processes with Vanguard Systems IMS/21 Enterprise Content Management System.

*Vanguard Systems Automates Joshen Paper*

### Joshen Paper



Joshen Paper ([joshen.com](http://joshen.com)) is a packaging and chemical supplier serving more than 13,000 locations throughout North America. Headquartered in Cleveland, Ohio, its 300 employees operate nine divisions, supporting sales and distribution of over 10,000 chemical and packaging items.

Joshen Paper was generating tens of thousands of paper documents per month, invoicing, billing, confirming orders and verifying deliveries. For a large organization shipping hundreds of orders a day across nine locations, access to these invoices and proof-of-delivery tickets were of paramount importance. The business was growing, but so was the paper jam, slowing operations and reducing profits.

#### **Vanguard answers the call.**

Joshen Paper began to explore replacing paper with digital Enterprise Content Management (ECM) and Document Management systems that could streamline processes and reduce overhead, document filing, storage, retrieval, as well as improve its accounts receivable and A/R billing processes. The system also had to decrease the amount of work required to manage vendor and customer files.

The system had to be fast, easy to learn and affordable. Which is initially why Joshen chose Vanguard.

*“We weren’t interested in a solution that would create more overhead before we’d see the benefits. We needed to deploy a solution that would enable us to hit the ground running.”*

Typically, ECM systems are complex because their applications require specialists to implement. The length of time to complete an installation can range from three to nine months for smaller organizations and sometimes years for larger companies. But Vanguard’s IMS/21 could do it all quickly and affordably, easily scaling and adapting to Joshen’s stringent requirements. Joshen welcomed Vanguard’s painless and quick installation of IMS/21, which required no programming efforts to link with Joshen Paper’s applications. Coupled with 80 Fujitsu workgroup and departmental document scanners, the digitization process began immediately.

Joshen Paper was able to quickly scan all of its paper documents at high speed, storing digital copies within IMS/21. All of the content, conversations and data associated with each customer file could then be displayed in a single index with a simple click showing the customer file and the item in question. One more click emailed the data to the interested party. The process decreased from several of hours to only a minute.



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*“The flexibility in the Vanguard EMC system combined with the reliability of the Fujitsu scanners, has provided tremendous value to Joshen. Not only have we obtained significant cost savings, increased our productivity and improved our overall business process, but we’ve also been able to better service our customers with a quicker response time to their needs, ultimately improving customer satisfaction. The relationship with Vanguard has changed our day-to-day operations and positively affected our bottom line.”*

### **efficiencies where they least expected them.**

Joshen Paper quickly realized that there was a lot more value in IMS/21 than they initially anticipated. While the primary driver for deploying a document management solution was to reduce overhead and physical storage space while increasing productivity in their invoicing and billing departments, they found additional benefits in recording and tracking conversations and discourse between themselves, their vendors and customers.

Human Resources also benefited by creating secure, easy access repository of employment information and history. All records for new and existing employees, including employment applications, reprimands, insurance, pay increase and decrease, could be captured and securely stored digitally, eliminating the need for storage cabinets and the fireproof safe that was once required to safeguard all paper documents.

### **Scanned once, accessible forever.**

Joshen decimated the amount of physical storage space they once required by more than 14,000 invoices generated each month. Employees no longer travel to storage facilities to retrieve paper documents; they simply access the Vanguard IMS/21 system for an instant image. IMS/21 has also enabled Joshen to re-allocate two full-time employees to more

productive functions, estimating a savings of over \$25,000 a year. And because only one digital copy is necessary for all functions, faxing and copying of the invoices and proof of purchase/delivery is no longer required, saving the company at least \$50,000 in supplies.

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### **Vigilance on the bottom line.**

If there’s a way to save, secure or speed it through, Vanguard’s got it covered in more ways than you’ve probably thought about. Reducing storage needs. Cutting retrieval time. Eliminating organizational conflicts. Improving efficiencies.

We’re Vanguard, vigilantly protecting your business data on the bottom line, in the most secured environment possible.

**Now you know: The “V” is for Vigilance.**

### **Contact Vanguard**

**Contact us today to learn more or schedule a demonstration!**

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