

Packaging Specialties Inc. uses DocuWare to digitize multiple areas of business, resulting in cost reductions, vendor discounts, improved efficiency, streamlined customer service and better space use.



**Debbie Kyzer, Accounts Payable
Packaging Specialties, Inc., Fayetteville, AR**



“Since implementing DocuWare, our company has saved almost \$10,000 in overnight shipping costs between our two locations. What’s more, over the past year, our improved processes and workflows have resulted in approximately \$60,000 in discounts from one vendor.”



- Location:** USA
- Industry:** Service Provider
- Deployment:** Cloud
- Department:** Accounting, Purchasing, HR, Maintenance, Customer Service, Freight and Sales

The need to digitize driven by eco-responsible approach

Packaging Specialties Inc. provides sustainable, environmentally responsible and affordable film packaging solutions to 27 different industries, including fresh produce, frozen food, drinks, snacks, and more. With over 270 employees, the company maintains three strategically placed printing locations, each equipped with state-of-the-art color presses that produce the highest quality printed films available. The three plants are also set up to back each other up to ensure consistency in their printed film products. The company is dedicated to supplying its customers and community with environmentally responsible products. As part of its eco-conscious mission, Packaging Specialties chose to digitize its operations, reduce paper use and save on mailing and printing material and costs.

Intelligent Indexing and search functions save time and effort

Packaging Specialties Inc. implemented DocuWare across a number of business areas such as accounting for invoice processing, human resources for employee onboarding and personnel file storage, sales for expense reports as well as Customer Service and Maintenance departments. Currently, the company has 88

DocuWare users, 31 workflows, and scans over 2,000 documents a month while maintaining over 80,000 documents in total. The employees particularly value several key functionalities, including intelligent indexing, annotations and search.

Improved cross-departmental communication

Using DocuWare across multiple departments enabled the company to move away from manual paper-heavy processes and to digitize its operations. DocuWare streamlined and improved the company's communications with vendors and clients. "Accounts Payable uses DocuWare to process invoices faster. By making more timely payments to vendors we receive increased discounts," says Debbie Kyzer, at Accounts Payable. Meanwhile, Accounts Receivable uses DocuWare to email customer invoices daily, improving customer service relationships. DocuWare also improved internal business communications, allowing different teams to better coordinate and fulfill their tasks in a timely manner. "Order confirmations are received from our vendors and copies sent to shipping in order to inform them of product arrival, which in return helps our scheduling team with print jobs for our customers," says Kyzer.

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"The screens and fields are easy to work through. We developed step by step instructions as a training standard for each workflow."

Better savings with DocuWare

Prior to implementing DocuWare, the company relied on paper documentation filed in storage cabinets. DocuWare enabled digitization of this data and greatly reduced reliance on paper. The accounting department eliminated eight storage cabinets and reduced the number of new document boxes from 40 per year to only two. "This reduction in paper has also occurred at all four of our companies and frees up so much physical space in our production plants," Kyzer says.

DocuWare also directly reduced expenses. Prior to digitizing, Packaging Specialties Inc. used to overnight paper invoices, which added to the costs. Now this is done digitally. "Since implementing DocuWare, our company has saved almost \$10,000 in overnight shipping costs between our two locations. What's more, over the past year, our improved processes and workflows have resulted in approximately \$60,000 in discounts from one vendor."

"The reduction in paper documentation storage cabinets frees up so much physical space in our production plants!"



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