KONICA MINOLTA

"SAS INTERNATIONAL TRANSFORMED ITS LOGISTICS PROCESS AND GAINED IMMEDIATE COST SAVINGS WITH KONICA MINOLTA"

DISCOVER

SAS INTERNATIONAL DISCOVERS OPTIMISED PROCUREMENT AND A MORE RESPONSIVE CUSTOMER EXPERIENCE

EXECUTIVE SUMMARY

SAS International is a leading global manufacturer of interior fit-out solutions—most notably award-winning metal ceiling systems. The organisation was struggling to deliver an efficient, responsive and cost-effective service owing to a reliance on legacy systems and manually intensive paper-based ways of working. This was delaying invoicing, frustrating customers and impacting profitability. SAS worked with Konica Minolta to implement the Discovery Service to assess how new digital technologies could transform and optimise key processes, ultimately to deliver a more streamlined and efficient service.

CHALLENGES

A core issue for SAS was that all Proof of Delivery (POD) records were paper based. SAS delivery drivers obtained customer signatures upon receipt of goods and then collated and sent back batches of PODs to local factories and Head Office. Once received, these were manually recorded and filed – a time consuming and manually intensive process.   This approach often led to many problems:

- PODs occasionally misfiled or lost, requiring hours of searching
- Frustrated customers wanting formal confirmation of delivery or item details
- Delayed invoicing process as SAS couldn't 'prove' delivery had taken place so had to check and 'phone back' customers
- Inefficient logistics process impacting income and profitability

What was needed was a slicker digital solution to streamline POD record capture to enable the SAS team to respond to customer queries more efficiently and deliver an accurate, timely and responsive service.

SOLUTIONS

Konica Minolta has been a trusted partner of SAS for many years. As part of its solutions program, the Konica Minolta Account Manager suggested that incorporating new digital scanning methods and an enterprise search tool could transform the POD management process and optimise the end-to-end logistics process.

The Konica Minolta approach recommended:

- Immediate scanning and indexing of all PODs once received
- POD files digitally stored within customer records so accessible to all authorised users
- Use of 'Enterprise Search' to optimise data search, view and retrieval

To prove the business case for change, the joint Konica Minolta and SAS teams quickly established that reducing invoice payment delays over a few weeks would itself deliver a complete return on investment.

The new automated solution, using Konica Minolta Enterprise Search, was rolled out across all SAS factory sites as well as at SAS headquarters, delivering immediate tangible value.

Giving Shape to Ideas

SAS International

OPTIMISED END-TO-END **BUSINESS SOLUTIONS**

BENEFITS, RESULTS, ROI, FUTURE

The Konica Minolta Discovery Service and implementation were extremely successful, delivering rapid savings and immediate efficiencies.

PODs are now received, scanned and automatically indexed so they are digitally stored and accessible. Authorised SAS users can search for information using an intuitive optical character recognition (OCR) field within Enterprise Search – so all relevant data is immediately at their fingertips.

Advanced filtering and previewing functionality enable users to drill down to a granular level of detail and view individual delivery items at the touch of a button to satisfy even the most detailed of customer enquiries.

Although the implementation has only been live for a few months, the Konica Minolta solution has already:

- Transformed the POD process – all information is digitally stored and fully accessible
- Increased operational accuracy – fewer admin errors
- Accelerated the procurement process – invoices are paid faster
- Delivered an immediate ROI with tangible value delivered from day one
- Enhanced the customer experience and reputation of SAS International

Moving forward, Konica Minolta's digital enablement processes incorporating Enterprise Search will be rolled out into other areas of SAS International. The company plans to utilise its advanced data, analytics and reporting methods to further transform SAS International into a modern, digital and streamlined customer-centric business.

GET SET TO DISCOVER THE FUTURE

ASSESSMENT

Our certified experts conduct rigorous analysis of your business processes and requirements, surfacing opportunities for cost savings, increased efficiency, improved compliance and enhanced security.

OPTIMISE

We work with you to design and deploy a modern, efficient document management infrastructure. One that combines dedicated project management, change management and training—all tailored to your unique needs.

MANAGEMENT

Innovation and improvement are the watchwords of the Discovery Service. Trusted Konica Minolta experts partner with you on opportunities for continuous improvement—from improved reporting and SLA monitoring, to remote management and workflow automation.

> "ENTERPRISE SEARCH HAS TRANSFORMED OUR ABILITY TO MEET CUSTOMER DEMANDS AND TO DELIVER A HIGHLY RESPONSIVE SERVICE"
>
> **James Greene**
> Group IT Manager, SAS

DISCOVER

WE	WE	WE	YOU
ENGAGE WITH YOUR PEOPLE TO UNDERSTAND YOUR BUSINESS	REVIEW YOUR DOCUMENT LIFECYCLES AND WORKFLOWS	MAP YOUR EXISTING ASSETS AND ANALYSE YOUR OUTPUT ACTIVITY	FOCUS ON YOUR CORE BUSINESS

SAS International