

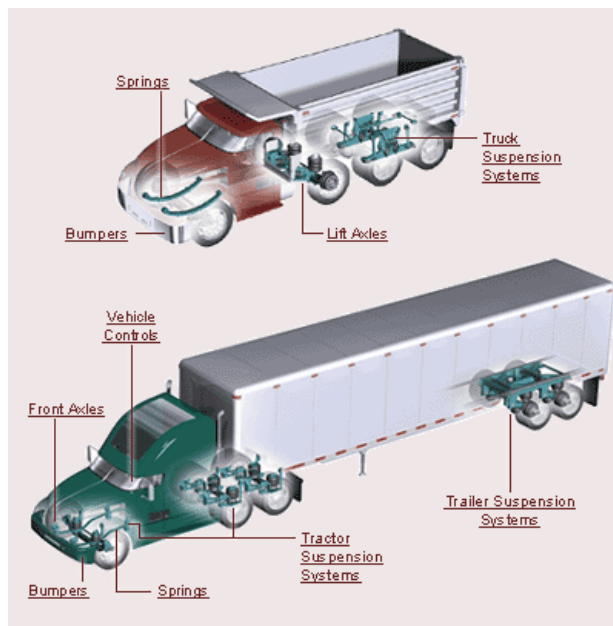
# Case Study

## Hendrickson Europe – Working Smart with Business Documents



### The Customer

Hendrickson Europe are part of Hendrickson International, who are the world's leading supplier of truck, tractor, and trailer air suspension systems, auxiliary lift axle systems, steel leaf springs, and metal bumpers for the heavy-duty transportation industry. Their success is based on world-class strengths in engineering, operations, sales, and marketing.



<http://www.hendrickson-intl.com>

The core capabilities of Hendrickson's operating divisions range from computer-aided engineering and prototype testing to CNC machining and synchronous flow manufacturing. The sharing of information between all divisions of Hendrickson is crucial in achieving their goal of superior products delivered by an efficient and cost-conscious organization.

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## The Problem

Ian Gutteridge (IT Manager) had for a number of years considered improving the way in which Hendrickson received, shared and delivered information to employees, suppliers or customers. Many of Hendrickson's working practices were paper based and one of the key goals was to remove their reliance on paper, and in addition, improve communication throughout the company as a whole.

**Ian Gutteridge**, "Like many long established manufacturing companies, the majority of our systems and processes have evolved over a number of years and we needed to take a fresh look at how we managed documents within our business. We had previously looked at document management but been put off by the overall cost and in particular the expense of integrating software products to our existing AS/400 based ERP system. Document Genetics were the first company to provide a cost effective solution, which we could grow organically throughout the organisation, with each phase providing the cost saving to fund the next."

## The Solution

Hendrickson, with the help of Document Genetics, decided to break down their requirements into a number of logical steps. Three key phases were highlighted:

1. Remove traditional fax machines and replace with a network fax solution, to allow routing of incoming faxes and provide faxing from the PC desktop.
2. Remove the vast majority of paper based AS/400 reports and business documents and promote electronic fulfilment where possible.
3. Provide a document repository to store paper, PC and AS/400 documents, removing the need for much of their traditional filing.

**Ian Gutteridge**, "The beauty of the Document Genetics solution, is the fact they use cost effective, market leading products within each niche, but have made them talk to each other in a seamless way. In our experience, we've now got a solution which would normally cost three times the amount."

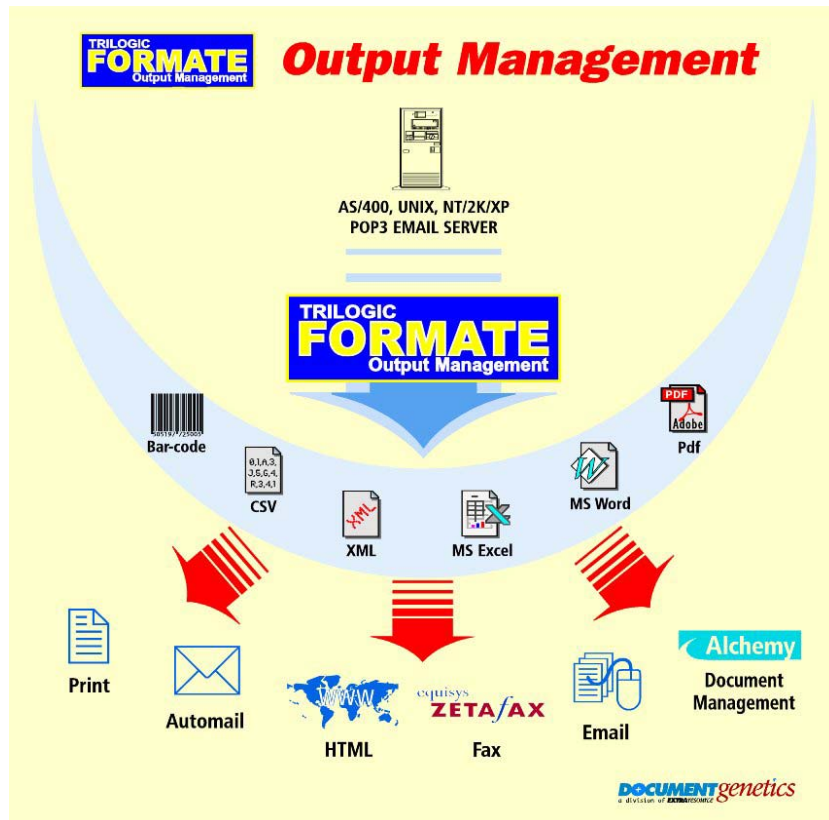
### **Phase 1 – Zetafax Network Fax**



Zetafax network fax software proved an instant success. Incoming faxes were routed to each division (Logistics, Finance, After Market, Warehouse, Engineering and Maintenance), depending on the fax number dialled, meaning each department retained some control and avoided the need for manual distribution. However, some of the biggest benefits were realised with the outgoing faxes; rather than take several minutes to manually send a fax, users could fax from their desktop in seconds.

## Phase 2 – Formate Output Management

Formate Output Management Software now provides the kernel of Hendrickson's new system, routing all AS/400 documents, in the appropriate format (e.g. PDF, MS Excel or HTML) and via the best delivery mechanism (e.g. fax, email or Alchemy). File copies are now automatically posted to Alchemy for long term storage, which can be accessed quickly by any number of divisions within the company.



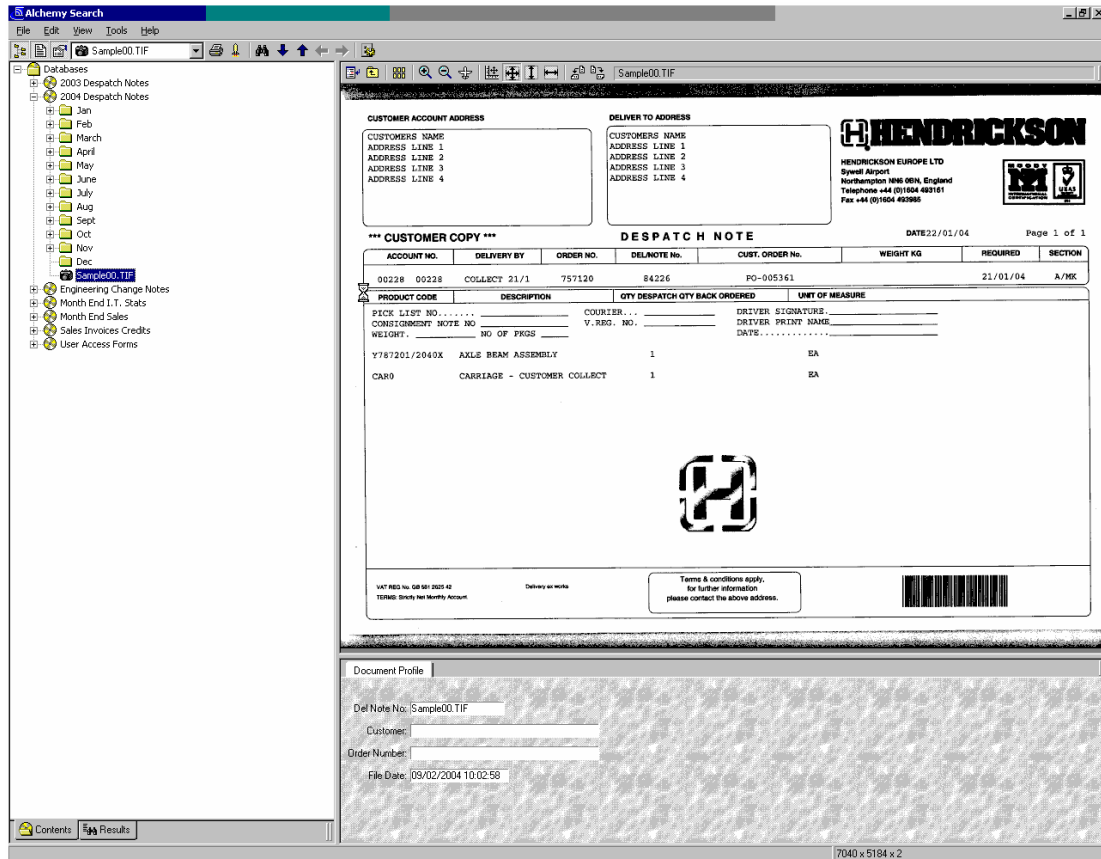
Many of the business documents Hendrickson traditionally delivered by post are now routed automatically via fax or email. As no two suppliers or customers are the same, Formate can deliver an invoice via fax to one customer, email to another or by post if neither of the first two methods are acceptable.

## Phase 3 – Alchemy Document Management



Alchemy software now provides a repository for all documents within the business, be they scanned paper, AS/400 documents (via Formate) or indeed PC documents (e.g. Word or Excel). Documents can easily be accessed by authorised employees, using by the powerful Alchemy Search engine.

## Phase 3 – Alchemy Document Management (Continued)



(Screen shot of Alchemy “Despatch Note” database)

Hendrickson are continually creating new document repositories within Alchemy and have now addressed the following areas:

- **Despatch Notes** – these are scanned and automatically indexed using barcode recognition.
- **Picking List** – these are captured at the end of the picking process, again using barcodes to avoid the need to manually key indexes.
- **Engineering Change Notes** – this is a record of design modifications, recording information such as, part number, CAD drawing, engineering change note number etc.
- **Month End IT Reports** – this holds information on project status, response times etc.
- **Month End Sales Reports** – Published automatically via Formate, this has replaced the old style music rule paper report, with a fully indexed and text searchable PDF report.
- **Sales Invoices and Credit Notes** – These are automatically passed to Alchemy via Formate and are indexed automatically to enable fast retrieval.
- **User Access Forms** – the user access form is a request for a change to user access rights, logon or password details.

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## The Benefits

Hendrickson made cost savings from day one, both in terms of people's time and the cost of delivering paper based documents. The savings alone, from delivering invoices electronically, have gone a long way to paying for the complete project.

**Ian Gutteridge**, " It's amazing how users quickly adopt successful systems and within months people were reliant on the new system, mainly because it made their working life easier which enabled them to spend more time doing their core job rather than chasing paper."

**Caroline Berry** (Credit Controller), is a champion of the system, "Now, all file copy invoices and credit notes are automatically processed into Alchemy. If I need to fax or email a copy invoice, searching for the document takes seconds rather than minutes, meaning I spend more time doing my job rather than trawling through filing cabinets."

## Document Genetics

Document Genetics is a UK based company (offices in Kingston upon Hull and Northampton) providing a comprehensive range of document management solutions. We enable our customers to realize and address the need for a document strategy and help them identify and implement the correct solution.

For more information on this solution, please contact Document Genetics.

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