Case Study

BAX Global
Irvine, CA

Automating its paperwork, BAX Global speeds up profit

LibertyNET, HP help reduce manual indexing by 90 percent
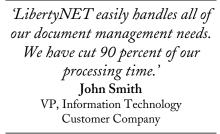
TRANSPORTATION

Client Situation

BAX Global, a $1.9 billion transportation and supply chain management company, automated the collection and processing of its shipping documents with a distributed capture system and LibertyNET. Initially, data entry operators indexed shipping documents manually, which was a slow process that added to administrative costs. Some of the documents must be indexed at night, so they are available for customs clearance. Further, manual keying was subject to entry errors. The B-to-B freight forwarder was looking for ways to reduce administrative costs associated with supporting their imaging system by automating the indexing process.

"In this economy, approval for projects depends on demonstrating a significant ROI. We saw this project as a productivity and capacity enhancement," said Jeff Johnson, Manager, Revenue Accounting and Image Processing for BAX Global.

Liberty IMS Solution

BAX installed HP's Digital Sender units in 90 remote offices. The automation allows BAX to speed processing of paperwork related to shipments, and improves

'LibertyNET easily handles all of our document management needs. We have cut 90 percent of our processing time.'
John Smith
VP, Information Technology
Customer Company

responsiveness to its customer inquiries. The Digital Sender connects directly to a network allowing documents to be sent without the expense or administration of a dedicated PC. In addition to using HP's Digital Senders to capture data, BAX is using Cardiff's TELEform product to expedite the indexing of scanned documents, so they are stored for future image retrieval. This digital data is verified and cleaned as needed, then output to LibertyNET. Data was previously managed by a competing imaging application that did not provide the web functionality necessary to accomplish BAX's business objectives.

"After we have completed our process the documents are virtually available to anyone in our network including internationally," said Johnson. "The web application allows our field offices to view and print imaged documents." LibertyNET indexes all forms based on the data passed from TELEform, which eliminates the need to manually index each document. There is an automated business rule within LibertyNET that automatically prints all shipping documents in the same order as the invoices are printed. The images are matched to the invoice, per the customer's requirements. This LibertyNET rule reduces the time it takes to complete this matching process.

Client Benefit

BAX anticipates that the distributed system will speed up the data collection process for several thousand shipping documents per day, while reducing manual indexing by 90 percent. Johnson said that the greatest benefit has been a reduction in the number of hours required to process imaged documents.

In introducing scores of new offices to the new technology during the initial rollout, training wasn't an issue. The Digital Sender compares to a fax machine for ease of use. "Our stations were already trained and we used a phased train-the-trainer approach," explained Johnson. "The biggest challenge has been making sure all BAX offices are scanning all required documents."

For more information about how LibertyNET can help your company, contact us:
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