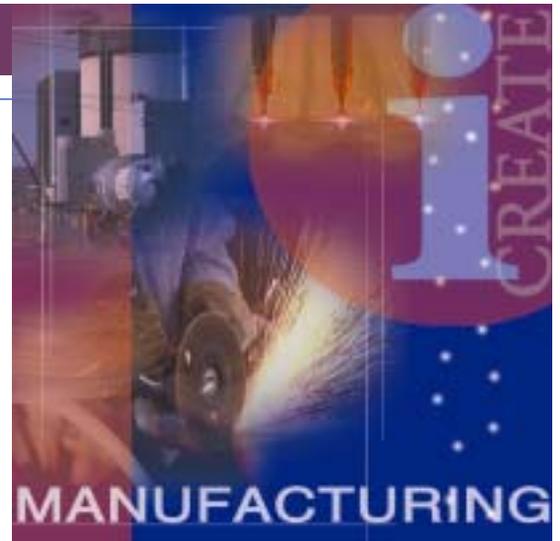


Manufacturing Company  
Cypress, CA

# Chair manufacturer has more time to sit on the job

Paper chase eliminated as employees enjoy digital processing



### Client Situation

Founded in early 1996, this manufacturer is one of the fastest growing seating manufacturers in the contract furniture industry. The company's product lines are custom manufactured in California to order and are available for shipment in two to five days. Top quality materials, handsome design, unmatched comfort, great value and quick delivery define the company's products. The company combines a high-speed cutting edge automated manufacturing process and excellent customer service to become the easy choice for value driven corporations.

In the past the company used a paper-based filing system for invoices, purchase orders, proofs of delivery and bills of lading. This system made the retrieval of information very time consuming and labor intensive. In order to support expansion plans, the company realized the need for speed. Users had to quickly access and retrieve these documents for client inquiries.

They also needed a highly scalable solution that could grow as their business grew. The company was looking for a central repository in which they could also store human resource files, contracts and all

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*Today the company has gained control of their documents and sees continued benefits from LibertyNET as a vital customer relationship management tool.*

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other vital enterprise information. Their previous methods weren't providing speedy and accurate retrieval or overall efficiency, which is an essential part of the company's business model.

### Liberty IMS Solution

The company chose Liberty IMS to help. Now, documents are scanned into LibertyNET through a scan station at each office location. Documents are also captured through the company's existing VisiFax Server and pulled directly into LibertyNET. These documents are automatically indexed for storage and retrieval using Zone OCR functionality.

Using LibertyNET's web-based module, the company has provided its employees instant access to the vital information necessary to respond to client inquiries and maintain the high level of customer satisfaction they are committed to delivering.

### Client Benefit

Today the company has gained control of their documents and sees continued benefits from LibertyNET as a vital customer relationship management tool.

Their employees now have the ability to access the documents they need through their Internet browser at their workstations. As a result, the company has reduced operating costs and increased productivity by minimizing document retrieval times. This has allowed them to expand their business without adding staff.

The company's business data is now available to those who need access to it and is managed from a central location, which improves security.

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

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