

CASE STUDY:

Archerdale Limited

SERVICE:

Electronic Document Management

KEY FACTS:

Increased service levels and efficiency, more storage space and significant paper reduction

Archerdale Ltd is a Yorkshire-based manufacturer and distributor of fasteners, tools, and castings. The rapid growth of the business within a highly competitive industry is attributed to various factors including quick and accurate service response and rapid delivery times. These are both areas where mstore is believed to have made a positive and significant impact.

Managing Director Glyn Brown explains how Arena Group's mstore software has benefited the business.

"Our core administration systems remained paper-based throughout our expansion. All the paperwork that related to an order used to be stapled together and stored in a bank of lever arch files referenced by date. The documents we used included requests to tender, drawings, quotes from suppliers, delivery papers, correspondence, emails, & accounts documents such as invoices.

"In 1995 our sales had increased such that we needed more space for stock, so we looked to relocate. It became evident the way we managed our paperwork would need to change to support the growing

business. Excellent customer service is at the core of our success - it was important that we at least maintained or improved our standards."

mstore was introduced in order to provide a multifunctional document repository:

"All paper which is transaction-related is scanned & indexed into the system. Digital documents are attached to relevant files directly from the programs in which they are created or received. From enquiry to invoice, all our electronic files are built to contain all documents relating to specific jobs. mstore integrates with our existing systems and databases so that we can retrieve any document at the click of a mouse & everything is kept together."



mstore is one of the easiest and most effective document management applications I've ever used.

Glyn Brown, Managing Director

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“Transactions have increased threefold for the company but with **mstore** we can handle further expansion without taking on more staff and while maintaining our service levels. Queries can be answered quickly and easily whilst the customer or supplier is on the telephone, and documents can be emailed directly from the screen. Immediate benefits have accrued in increased service levels and efficiency. We have significantly reduced the amount of paper we handle and store, we have more space and we copy and print less.

“**mstore** has also simplified our credit control processes. We can access information instantly, add notes to files, and schedule reminders to manage outstanding debts more efficiently. ISO 9002 audits

are also easier and the time that auditors spend on our site has reduced. We don't prepare hard copy information for them anymore, instead we sit them in front of one of our screens and the information they need is at their fingertips.

“Everyone has quickly got to grips with **mstore** and recognised how much easier it makes their daily work - it's one of the easiest & most effective document management applications I've ever used. The cost of installing **mstore** has been recouped in less than six months. I haven't sat down and worked out the financial savings, but I wouldn't want to be without it.”



We are constantly amazed at how we managed without **mstore**. I was skeptical about how electronic document management could help my business but I am now a complete convert.



Glyn Brown, Managing Director

