

## CUSTOMER PROFILE

- Automobile retailer based in Singapore with 200 - 499 employees
- Company offers luxury and commercial automobiles such as cars as well as vehicle parts and accessories

## KM SALES

- GBS customer managed by BHK

## CUSTOMER NEEDS

- > The software shall allow users to scan to ParaDM system directly without intermediate processes. The users shall be able to scan their document and output in PDF and JPEG.
- > Mainly catered to support Service Department on their daily scanning of Five (5) Document Types: (1) Repair Order, (2) Invoice, (3) Receipt, (4) Vehicle Sales Document, (5) Purchase Order.

## SOLUTIONS

- > Dispatcher Phoenix base + Office Package with 2 bizhub MFP with Advanced OCR & Convert to PDF options
- > Connected DMS: ParaDM

## KEY SUCCESS FACTORS

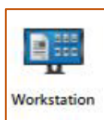
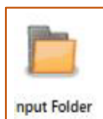
Worked well with ParaDM via desired output. Successfully eliminated manual entry of RO numbers via zonal OCR capturing. Better image quality with color scanned documents. File size significantly reduced (from 2.5MB to 1.5MB). More than twice the current scanning speed – achieving 240 images per min duplex throughout the scanning process. Future proofed and ready solution - ability to extend this workflow to other departments in the future.

## ADDITIONAL INFORMATION

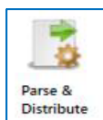
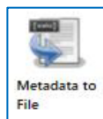
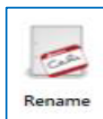
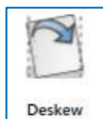
- ParaDM, based in Hong Kong, is an open architecture middle market enterprise content management (ECM) solution provider that provides a comprehensive and yet simple suite (DMS, workflow, eForm, and Imaging) that is highly customizable designed with uncompromised user experience in mind.

<https://www.paradm.com/eng/index.aspx>

### CAPTURE



### PROCESS



### DISTRIBUTION

