



## KnowledgeLake Customer Solution Case Study



### Solution

- › Imaging for Accounts Payable
- › Baan Integration
- › Imaging for Sales Order Process

### Challenge

- › Excessive storage space required
- › Laborious & ineffective tracking system for invoices
- › Burdensome audits
- › Manual routing for approvals laborious & expensive
- › Ineffective reporting system

### Key Benefits

- › Able to utilize existing technology
- › Easy-to-use and familiar interface allowed for immediate adoption
- › Employees can contribute directly from Office Outlook
- › Automated data entry
- › Documentation easy to locate and always available
- › Integrated with Baan AP software for database lookups
- › Minimal training required

### Partners

#### ImageSource, Inc

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## Global Chip Manufacturer Image-Enables Microsoft SharePoint for Immediate Results in Accounts Payable & Sales Order Processing

“ImageSource’s extensive knowledge allowed us to integrate an existing custom application with SharePoint. I don’t think we would have arrived at this innovative solution without their expertise.”

– Project Manager, Global Electronic Chip Manufacturer

A global chip manufacturer since 1993, the Company produces 8-bit microcontrollers used for many different electronic control applications. With products that are used in both the consumer and industrial realms, the chips are produced for automotive, telecommunications and office applications. The publicly owned corporation, which employs 4,000+ people, supplies chips to customers around the world.

With growth on the horizon, the Company was looking for a way to automate paper-based processes to better facilitate an increase in transactions without adding additional employees. They decided to initiate a solution for Accounts Payable (AP), which was processing about 3,000 pieces of paper per week, and Sales Order Processing (SOP), processing about 1,500. The two departments operate with about 75 employees, kept invoices, and all the supplemental documentation in file cabinets or boxes. Storage of this paper in offices and offsite facilities cost the Company both time and money.

### From Paper Filing to an Electronic System

The number of boxes and file cabinets were piling up. Besides invoices, files included other documentation, such as emails, that were manually printed. Manual retrieval of physical documents, which were often hard to locate, was time consuming. Putting additional pressure on the company were quarterly financial audits, which required proof of proper accounting principals. To locate supporting documents in the paper-based system, they had to dig through filing cabinets throughout the building, which typically took 3-10 minutes per document. If a file was off-site, it meant a wait of two or three days.

### Innovative Solution Combines KnowledgeLake Imaging Software with Existing SharePoint Platform

Originally, an RFP was issued by the corporation, defining a custom.net application to streamline their paper processes. ImageSource responded, instead recommending a solution

utilizing the Microsoft SharePoint technology that was already in place. "ImageSource was able to maximize our existing SharePoint platform to solve our storage problems," the Company Project Manager stated. "They were focused on giving us a solution that would be valuable without having to make additional, unnecessary investments."

In order to image-enable the SharePoint platform, ImageSource installed a KnowledgeLake capture system.

KnowledgeLake works on top of SharePoint, extending its functionality to include production-level imaging. It also offers a custom search screen that enhances the usability of SharePoint, and increases user acceptance of the platform.

We've had immediate adoption within our AP and Sales Order Processing departments—Both departments are ecstatic. THE NEW SYSTEM IS easy to use, easy to understand, easy to do lookups. Training is literally 20 minutes.  
– Project Manager, Global Electronic Chip Company

### **Streamlined AP Processes Integrate with Baan Software**

The Company now stores all accounting invoices and supporting documents electronically. Once a check is cut, all supporting information is scanned and processed using KnowledgeLake. The check number is entered, and a look-up to their Baan system retrieves all other vital index values. By pulling values directly from the accounting system, the Company can ensure the accuracy of information and eliminate the need for employees to type in multiple indexes. Searches for documents can be done by date, vendor name, vendor number, PO

number, check number or invoice number. Document retrieval time has been slashed to one minute or less. "The ImageSource professional services team helped us arrive at an innovative solution that provides database lookups to our Baan system, which makes a huge difference in accuracy," states a Company Project Manager.

### **Automated Sales Order Processing Improves Worker Productivity**

In a logical progression, the Sales Order Processing department capitalized on the imaging solution implemented in AP. Formerly, when orders were entered in SOP, a custom application created PDF's and stored them on a network share. All documentation associated with a sales orders, including emails, change orders and other electronic files were printed and stored in filing cabinets.

Moving to the new, electronic filing system, SOP now stores all documents centrally in SharePoint, improving searchability. KnowledgeLake Connect software allows any desktop application to directly integrate with SharePoint. By doing so, this innovative application greatly enhances information worker productivity. It provides, with a simple click of a button, an efficient way for employees to electronically contribute documentation to SharePoint directly from Microsoft Office Outlook. Other features in KnowledgeLake allow for additional SOP information to be scanned and processed.

### **The Processing of Documents Cut to One-Tenth the Time**

Immediate efficiencies in the newly electronic AP and SOP business activities have been realized. Time to process documents has been reduced by ninety-percent. In addition to the efficiencies gained, the automated system implemented by ImageSource has insured that the information delivered through the new processes is more accurate.

"The ImageSource professional team had an extensive understanding of SharePoint and was very knowledgeable on the subject," the Company Project Manager said. "New ideas were brought to the table. The project wouldn't have been as successful if the team didn't know as much as they do about the application."

**KnowledgeLake, Inc.** develops document imaging related products and solutions for Microsoft SharePoint. KnowledgeLake extends the ECM capabilities of SharePoint, enabling businesses to reduce shipping costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products that most businesses already own and use. KnowledgeLake products and solutions are deployed globally in thousands of organizations in many different horizontal and vertical industry sectors including public sector, healthcare, financial services, transportation and more. For more information visit [www.knowledgelake.com](http://www.knowledgelake.com).

