

Kingston Technology switch to AutoFORM LaserNet for JDE World to support rapid business growth

Overview

Key Features & Benefits

Automatically archives circa 2,500 documents per day as they go to print (Advanced COLD Archive).

Scanned supplier invoices and other incoming documents can be linked to associated JDE documents, such as purchase orders or sales invoices.

Automated archive indexing for both JDE & scanned documents with indices collected from JDE.

Documents viewed from web-browser via intranet, with option to upgrade to integrated JDE World document viewing.

Collects data from multiple databases and conditionally inserts it into documents as they go to print. For instance country specific bank details on invoices.

Holds & sorts documents so that they are printed in mailing order. This alone releases 4 man hours per day.

Repagination facility has cut paper & printing costs by 75%.

IT Integration

Highly customised JDE World, with integrated Web, EDI & XML customer ordering & supply chain systems.



Kingston Technology is the world's largest independent manufacturer of memory enhancement products. Founded in 1987, it has grown from manufacturing a single in-line memory module to an international company with over 2,000 products and sales exceeding \$6.5 billion (2010).

Kingston Technology have always taken a forward thinking approach to using IT technology, which has resulted in an impressive business growth of 43% per annum. Over the years they have developed a highly sophisticated IT system encompassing JDE World, EDI & XML supply chain links, a fully automated warehouse and a web-based customer ordering system. Because of their rapid business expansion, Kingston Technology's European head office decided to switch from CreatePrint to AutoFORM LaserNet Document Management Software. Andrew Shorey, IT Manager at Kingston, explains the reasons behind the move:

"CreatePrint was useful as a print manager, but AutoFORM offered the complete output & document management solution that the business needed. In particular, AutoFORM offered us the ability to tailor invoices to customer requirements without manual input, automate many mailroom & distribution tasks and most important of all, electronically archive documents as they went to print. Choosing AutoFORM LaserNet over CreatePrint was not an easy decision, particularly as CreatePrint was offered to us as a no cost service from our IT Centre in the USA. However, after an exhaustive evaluation by our IT team and Financial Directors, we could see that the benefits that AutoFORM LaserNet offered would still outweigh the investment cost. Two years on, AutoFORM has delivered a multitude of cost and time efficiencies and we are extremely pleased that we took the AutoFORM route."

Document Management Efficiencies

Previously, Kingston would scan and manually index both outgoing & incoming documents, employing a full time person to do this rather tedious job. AutoFORM completely automates this task for them now. As invoices and other business documents are created in JDE, an exact copy is created in PDF

format, indexed, filed and made available for instant search and retrieval from a web-browser. Incoming hard copy documents still need to be scanned, but AutoFORM is able to accelerate this process by automatically collecting the indexing information from JDE.

Andrew highlights the benefits this has brought to Kingston:

"Not only do we save on the time, hassle and expense of scanning & indexing 2,500 sheets of paper each day, by far the most valuable business benefit is that AutoFORM streamlines many of our business processes by cutting out the paper chase".

This can be seen in the following areas:

- **Purchase Invoice Processing.** Kingston stores digital copies of all their purchase invoices in their AutoFORM PDM Archive. If a supplier has a query, the accounts department can quickly see the document online, email a copy to the authorising manager if necessary and generally resolve any query while the supplier is still on the phone. This eliminates the continual calling back and forth between departments and suppliers, saving valuable time.
- **Customer Services/Credit Control.** Kingston's old scanning system did allow them to view customer documents online, to resolve customer queries. However, since switching, customer services and credit control have both reported that the search facilities provided by AutoFORM are much easier to use and recalling specific documents is considerably quicker. These are important points, considering that Kingston archive in excess of one million pages per year.
- **Import & Export documents.** Customs & excise require companies to keep comprehensive records of all import & export documents. In the USA, the penalties for missing or lost documents can be punitive and business advisors expect European legislation to become equally stringent, leading to more frequent customs audits. Currently, the single biggest factor during an audit is the time it takes to retrieve specific paper records from archive files.

To overcome these difficulties Kingston have used AutoFORM to create a separate archive for transport documents. In the event of a query they can quickly recall document copies by supplier/customer, country, date, goods, or a number of other search criteria. A process described by Andrew as "quick, simple & effective".

Output Management Improvements

Andrew continues:

"In addition to the document management benefits, AutoFORM has helped us to improve not only the appearance, but the ability to manage our document output more efficiently."

- **Automatic Content Customisation.** In the past, tailoring invoices to meet an individual country's tax & banking requirements could only be achieved with repetitive and time consuming manual input. Now, as invoices go to print, AutoFORM analyses the output, using triggers such as the country code, and collects variable data from Kingston's own databases to automatically populate their invoices with. Information such as payment bank account details, shipping details and even the product branding logo can be added in without any manual intervention whatsoever. For Andrew, these benefits were clear: "AutoFORM has greatly reduced the level of manual input, while giving our customers all the information they need."
- **Schedule & Sort Mail Automation.** Andrew identifies this feature as a major time saver: "It used to take about four man hours per day for the sales office to sort through the paperwork, so that customers received all their invoices in one envelope. Now AutoFORM arranges for the invoices to be printed overnight, in alphabetical order, ready for envelope insertion. Problem sorted."
- **Repagination / Page Compression.** "This facility alone has reduced our printing and paper wastage costs by 75%" notes Andrew. "JDE World typically allows 10 lines per invoice page, using AutoFORM we have been able to adjust this to at least 30, making them less expensive to print & post".
- **Barcodes.** AutoFORM gives Kingston the ability to print virtually any barcode on to any document or label. This has proved highly beneficial in the automation of Kingston Technology's warehousing systems, where they are using AutoFORM to create pallet and packet labels, primarily in Code 128.

Andrew concludes: "We have been extremely pleased with our AutoFORM LaserNet investment. For me, I like the resilience of the software. AutoFORM just runs. In two years of operation we have only had to call the technical support desk a few times. Furthermore, AutoFORM offers a number of useful additional features, which have significantly improved our day to day business operations".