

Case Study

Transport company Coumans

Transport company Coumans simplifies workflows

Digitalizing the archive results in saving time and money



TRANSPORTBEDRIJF **G. COUMANS & ZN B.V.**
internationale kipper- en containertransporten

xerox



Platinum
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Transport company Coumans & Zn BV is founded in 1936. The company operates in international transport of bulk goods within the Benelux, Germany, France and the UK.

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The challenge

- Digitalizing the archive to make it accessible and searchable for all employees and drive back the use of paper documents.

The solution

- Implementation of a Xerox MFP with ScanFlowStore software for an advanced scan functionality.

The result

- Digitalization of the archive, make workflows easier, no more lost documents and saving money.

Benefits at a glance

- Saving money by digital archiving with ScanFlowStore
- Saving space by pushing back the physical archive
- Professional support by Document House Limburg
- Optimize customer satisfaction through a faster customer service due to the digital archive
- Optimize efficiency of the financial department by using digital invoices
- Faster processing of invoices
- Easy accessible and searchable archive

The challenge

Transport company G. Coumans & Zn BV is an organization which considers service and quality of paramount importance. To be able to give customers good service, digitalization of the archive was necessary. The correct digital archiving of documents in order to retrieve them easily again was the most important aspect of this project.

Documents used to be filed under invoice number. To realize this all documents concerning an invoice were stored under the invoice number. Also, the invoices were printed double, one for filing and one for mailing. These processes took a lot of time and space. A storage accommodation of 25 by 3 meters was set up next to the office to file all paper documents.

Due to new legislations and lack of storage space it was necessary for Coumans to organize all documents well and to make all documents easy accessible for everyone.

The solution

By implementing ScanFlowStore in the Coumans' organization it's possible to help customers in an efficient and fast way every time. Documents are stored in the correct location within the system and are thus easy to retrieve. On all printed documents related to an assignment, a barcode is printed before scanning them with ScanFlowStore and the Xerox multifunctional.

ScanFlowStore automatically saves the documents under the invoice number. This way, all invoices are registered in the system before they are sent. All documents related to a case are always available for all employees. These documents can be packer's numbers, invoices, etc.

The benefits for Coumans are clear: all documents are always easy to retrieve from the network and accessible by all employees. Beside this a lot of space is saved by storing the documents digitally and no more documents are lost.



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