MONTAGUE L. MEYER INVESTS £80,000 IN ENTERPRISE CONTENT MANAGEMENT TO REGAIN CONTROL OF ITS BUSINESS INFORMATION

Montague L. Meyer, both the leading and oldest independent importer and distributor of wood-based panel products in the UK, has purchased a fully integrated Enterprise Content Management Solution from ECM solutions provider The Content Group, in order to modernise their current document management system and automating existing manually-based business processes.

Montague L. Meyer has been a customer of The Content Group for seven years and recently made the decision to replace their ageing Document Management and Imaging system with an up-to-date ECM Solution that would allow them to establish an efficient business process management system as well as gaining control of their business information.

Joe Yuen, Information Systems Manager at Montague L. Meyer explains, “We needed our business process management system to be as efficient as possible to cope with the workload eg. within our financial functions, to process purchase orders authorisations and credit limitation applications. Replacing our legacy system with state of the art document management capabilities will enable us to automate some of the more time-consuming tasks.”

The solution which comprises of iMarkup’s process automation and document management software integrated with Kofax Ascent for document capture and FormScape for document output management, will reduce the time Montague L. Meyer is spending on existing business processes and searching for key business information. In particular, purchase orders authorisation and credit limit applications are two key areas that the business wants to streamline in order to reduce the manual workload associated with processing volumes of paper and distribute the documents electronically.

The solution from TCG is enabling The Content Group to help Montague L. Meyer to integrate its people, processes, documents and business systems to substantially cut costs, improve information visibility and ensure better control of core business documents.

One of the other business processes Montague L. Meyer is looking to automate is the acknowledgement of proof of deliveries. Joe explains, “We have captured the customers’ signatures when they sign for delivery. Because this is not being stored centrally at the moment, every time a customer queries a delivery it is time consuming to track the proof of that delivery.”

He continues, “As part of the overall solution The Content Group also recommended the use of Kodak scanners and Kofax Capio scanning software for each of the fourteen depot locations, which will allow us to store and distribute scanned signatures and barcodes centrally, meaning that every time a query arises (wherever the location) we can email or fax it to the customer immediately. This simultaneously will make us more efficient in responding to customers’ queries and improve our customer service. “

Joe continues, “Initially, the goal was simply to reduce paper volumes and generally streamline and speed-up these more cumbersome tasks, however, The Content Group has also provided us with the expertise and training to use our business information more effectively. As a consequence we are considering other areas of the business which could benefit. An option would be to expand the system into our Finance, Human Resources and Purchasing departments.”

On Montague L. Meyer’s relationship with The Content Group, Joe comments, “We have been working with TCG a long time - they know and understand our business and we embrace their professionalism. We have every confidence the team will deliver a solution that will fulfil our requirements. They have always been very open and flexible to work with, and have always listened to our objectives.”