

Ruko

LaserNet does more than replace pre-printed stationery...

Overview

■ Challenge

To streamline document processes

Need for a quick & easy way to create & change form templates.

Cut handling & postage costs

■ IT Application

Upgraded to Oracle, Win 2003

■ Scope

Multiple document variations

Automatic printing of related documents in ONE operation

Central maintenance, with many tasks completed within departments.

■ AutoFORM LaserNet Solution

LaserNet Server and Developer

LaserNet PDF server & email

AutoFORM Archive

■ Why LaserNet?

High level of functionality with ease of use

Excellent user experience over 10 years, with two different ERP solutions.

■ Is it for you?

LaserNet can be used to all IT applications and IT platforms, and reduces costs associated with document production, distribution and concurrent electronic archiving.



Birgitte Michelsen, Ruko A/S



"Ten years ago, we chose LaserNet for one simple reason: to eliminate the costs and problems associated with printing on pre-printed stationery. This was quickly & easily achieved with LaserNet, and we have saved a fortune on printing and handling all our forms, but this is not all that it has done for us. LaserNet has proved to be a very good tool for streamlining our printing processes. For example, we are now able to print the invoice, delivery order and address label in one go, rather than having to do it separately. LaserNet continues to save us a great deal of money."

These are the words of Birgitte Michelsen from the IT department at the well-known Danish lock producer, Ruko, part of the international ASSA ABLOY group who also own the Yale and Chubb brands in the UK. Ruko have been working with LaserNet for almost ten years and Birgitte Michelsen has been one of the LaserNet super users from the outset.

Before LaserNet was introduced, almost everything was printed using expensive multi-part continuous pre-printed stationery and troublesome matrix printers. Nowadays, everything is printed on normal A4-sized paper, using much cheaper laser printers with two paper trays; one tray for letter headed paper and another for blank paper. LaserNet selects the relevant paper tray to be used according to the chosen parameters.

ORACLE

Output & Document Management

Distributed Printing, Email & Fax

Furthermore, users no longer have to print on their own office printer and then take copies to their colleagues, LaserNet arranges for document copies to be printed on the receivers own printer - which saves a lot of time all round. It also means that colleagues get the documents immediately they are generated.

As an additional feature, Ruko's customers, who include DIY centres and hardware dealers amongst others, are now able to choose whether they want their invoices and purchase orders sent by post, fax or email as a pdf. The entire process is managed through codes within the customer database in Ruko's ERP system. The system processes print jobs as normal, however the files are in fact received by LaserNet, which then makes sure that the customers receive their documents in their chosen format. Not only does this procedure save money on pre-printed forms and postage, it also saves time on handling paper, envelopes and faxes.

More efficient work procedures

Brigitte Michelsen stresses that LaserNet is also a valuable document management tool.

"Let us consider the three documents belonging to an order delivery process; invoice, delivery order and address label. LaserNet arranges for them to be printed consecutively, rather than separately, as we used to do.

"Furthermore, we have just started using the LaserNet Archive, which means that in the future, we will only keep files in an electronic pdf format, rather than on paper. This change will not only save time, space and paper, it will also minimise the risk of important documents getting lost."

LaserNet has many specialist functions, and one of them is the production plan function, which makes sure that production plans are printed out in various versions according to purpose and recipient—something that the ERP system is unable to do.

LaserNet solution brings many advantages:

- Cost savings with the elimination of pre-printed forms
- All documents printed on inexpensive lasers
- No manual handling of forms
- Reduced postal costs
- Competitor differentiation with more aesthetically pleasing documents
- Automatic archiving of all invoices, stock-taking sheets etc and most important of all:
- More efficient work procedures

A very cost-effective investment

"For Ruko, purchasing the LaserNet solution has proven a tremendous return on investment, especially considering how little time is spent developing and maintaining the system," says Brigitte Michelsen, and continues:

Extremely easy to use

"LaserNet is extremely easy to use, so we do most of the maintenance ourselves without having to consult with the LaserNet distributor. Everybody is capable of dealing with the system, including my colleagues in the marketing department, who use Word or PowerPoint to design a new document. It rarely takes us more than an hour to create a brand new form and only a moment to make changes to it. The only thing I have to do afterwards, is to 'programme' the connection between the form and the printing records stemming from the ERP system, but that is a simple task as well."

Brigitte Michelsen adds: "LaserNet is like this throughout. The system is easy, intuitive and flexible and with a bit of creativity, you can make it do whatever you want. I have yet to encounter something that the system is unable to cope with and therefore, we apply it to more and more tasks."

Five minutes or two days?

In terms of user-friendliness, Brigitte Michelsen was able to draw a comparison to other products. A few years ago, a new ERP system was installed, including a product, which—according to the sales person—worked just as well as LaserNet. The new product was installed and tested, and Brigitte Michelsen recalls this experience very clearly:

"It was extremely difficult to create new forms in that system; you needed a PhD in programming, and you had to create the same things again and again. What would take me five minutes to do with LaserNet, took me two days with the other product. Apart from that, most procedures required special knowledge, which meant that only the IT department was able to perform them."

The conclusion was crystal-clear: LaserNet is a much simpler and cheaper method of adjusting and finishing business documents for both internal and external customers, thus the new product was never put to use.

Quick assistance is always available

Having been a user for almost ten years, Brigitte Michelsen rarely needs assistance when using LaserNet, however, when she does, she never has to wait long for help: "Not only do the LaserNet distributor staff have extensive product knowledge, they have the trouble to get to know our systems inside out. So when I call them, they instinctively understand the problem and can provide a quick solution."

About Ruko

'Security from A to Z'

Ruko A/S was founded in 1930 and today, the company is the Danish market leader in the locks and lock systems sector. Ruko is part of the part of the international ASSA ABLOY Group who also own the Yale and Chubb brands in the UK.



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