



“With LaserNet we save up to \$1,700 dollars every single month—in postage alone”

Overview

■ Challenge

Upgrade an outdated, time consuming platform to electronic document management

Streamline output management (fax/mail/print) and reduce manual handling

Improve routine efficiency, save postage, and make future adjustments simpler

■ IT Applications

A SAP/R3 ERP-system

Server capacity: two Windows NT 4.0 and seven Windows 2000 units

Various Windows applications

■ Solution

LasetNet Fax

LaserNet E-mail

LaserNet Print

■ Why LaserNet?

Competitive analysis identified LaserNet as the most comprehensive solution for the challenges facing the company

The repayment period was also particularly attractive, and future adjustments could be made quickly and at a low cost

■ Results

Delivered ROI in under 12 months

Reduced costs by \$140,000 annually

Eliminated many time consuming daily routines

Made adaptation of documents and software easier

■ Is it For You?

LaserNet can be used with all IT applications and IT platforms.

LaserNet reduces document production and distribution costs.

LaserNet makes work procedures more flexible and more cost-efficient.



“As a large distributor to professional caterers, we’ve got tons of paperwork: delivery notes, invoices, orders... it takes a lot of time when all this paperwork has to be filled out manually and faxed. Electronic document handling is the obvious solution, but when we have an SAP/R3 platform as well, it can also get expensive.”

This is how Financial Manager Jan Gravesen describes the situation at Ove Juel Catering, one of the oldest and most respected Danish companies in the catering field. Ove Juel’s competent buyers and sellers ensure that large caterers, cafeterias, cafes, restaurants and hotels get the products and goods they need from all over the world. In the past, it has been a very manual process, where orders forms were revised, filled out by hand and faxed thereafter to recipients.

“We were well aware that this was an outdated way of doing things, because the manual handling took valuable time away from our employees,” says Gravesen. “Even the most diligent employee, in the heat of the moment, will sometimes send a fax to the wrong number. So in terms of business security, we were also taking some risks. But we were wary of introducing new processes, because we knew it would take a big investment with our current SAP/R3 system.”

“When the IT department evaluated solutions on the market, however, we discovered that an alternative existed within the bounds of reasonable investment and that it even offered a realistic time period for repayment—that was LaserNet.”

A Solution That Saves Time

The central part of the LaserNet solution at Ove Juel Catering consists of a fax module that helps employees send faxes directly from their PCs. The LaserNet solution gives users greater flexibility, because it doesn't just fax documents, but can also send them to an email address or print them out on any number of printers in the company office. An additional advantage lies in the solution's electronic document flow, which makes it easier to get a historical record on particular cases.

Gravesen explains, "With LaserNet's digital output solution, our employees have much more freedom when they sit at their computers. We can control our output directly from the SAP system, and we can email or fax our statements without the use of printers, envelopes or postage. The savings in time alone are enormous! We're not using the LaserNet to do electronic invoicing yet, but it won't be long before we do."

For now, invoices, delivery notes, purchase orders, group orders, order confirmations and statements are entered into the system as electronic documents.

Benefits of the LaserNet Solution

- Delivery notes can be printed (invoice minus the prices) directly from the system. This saves time and inconvenience.
- The solution is fully integrated with SAP, so employees can, for example, send invoices as email or fax them directly from their SAP environment.
- Purchase lists to the distributor no longer need to be printed, filled out by hand and faxed, but can be sent directly from any PC.
- It is easy to change names, numbers and addresses in electronic documents—this saves on both printing bills and storage space.
- It is easier to take a historical look at specific cases: Who sent what when to whom? LaserNet clears up this question immediately.

LaserNet Collectively Increases Savings

"If we look at each task independently, then it doesn't take long to print out a few sheets of paper, fill them out by hand and fax them off", says Gravesen, "but when you send out over a 100 faxes every day, and you've got to print a form each time, fill it out by hand, and dial the fax number, we're talking about a colossal waste

LaserNet Collectively Increases Savings

of time that could be spent doing other things. When we consistently use electronic document-flow via email and fax, instead of envelopes and postage, we see a noticeable savings in postage and time spent stuffing envelopes.

Taken all together, the savings per year should approach \$175,000, but Gravesen figures that realistically speaking the savings will probably be closer to \$140,000 per year. "We calculate a return on our investment within a year's time, and after that we expect positive results. The time we save will also give us a better chance to focus on good customer service."

Best Solution for a Dynamic Industry

The last year has been an exciting one for Ove Juel Catering. The company became a part of the Dagrofa family and has also merged with Flensted Catering under the umbrella group: Catering Engros A/S. At the same time, INCO Food has recently been acquired. Clearly, Ove Juel Catering is working in a dynamic industry with many mergers and changes in ownership.

All this can have an unfortunate consequence though: it gets expensive with an ERP-system like SAP/R3. A fax module can be found, for example, but it is expensive and laborious. And every time a change must be made, a new script has to be developed, and this costs money every time. If a company also uses printed forms, these documents must often be changed and reprinted when there is a change in ownership or when a company moves or merges with another business.

"Although we are an old company with our roots going all the way back to 1845, we operate in a world that is constantly changing, and we are now much better prepared to adapt to this change with respect to output management and document control," says Gravesen. "For us LaserNet has been the best choice because of the system's integration with our existing solution. It hasn't even been necessary to purchase new hardware. We can also adjust and maintain LaserNet internally, which is both an economical and practical advantage. This gives us a lot of flexibility at a reasonable price, which makes the cost cutting potential—both short term and long term—very attractive."

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