Examples of How Librex Can Be Used

To give you an indication of the power of Librex, here are some examples of how the software can be used. These examples are real cases from some of our customers and illustrate the Benefits that can be achieved by optimizing your document management processes. This is not an exhaustive list, but only a few targeted examples used to illustrate the potential for improvement of business processes offered by Librex.

1) Electrical Equipment Manufacturer

Benefit:
- Improved Productivity
- Increased Customer Satisfaction

Before Librex:

Clients called for a copy of the plans for its products. The agent then printed a report of plans for this client on their AS400 server. A technician recovered this report and would match all plans for this client in the documents vault. He made copies and sent them by Purolator. The process took several days between the customer call and the reception of the plans.

With Librex:

Clients call for a copy of the plans for its products. The agent then prints a report of plans for this client on their AS400 server. The virtual Librex AS400 printer captures that print and will search plans corresponding in Librex using the customer number and the required plan numbers. If all required plans are found (representing the vast majority of cases), Librex sends an email to the customer with all his plans. If anything is missing, an email is sent to the service technician to complete the assembly of plans and send them to the customer. The customer receives the email with his plans immediately after making the call.

2) Transport Company

Benefit:
- Increased Customer Satisfaction

Before Librex:

Customers had no overview of deliveries made. For a copy of the delivery, customers had to call the customer service that had to find the matching delivery and send it by mail or fax. In addition, when receiving their bills, there were lots of complaints to link the invoice to the deliveries. Customers disputed the number of boxes and packages in a delivery and then the proofs of deliveries had to be searched and sent by mail or fax.

With Librex:

At the time of printing the invoice or sending it by email from their ERP system, all relevant documents are searched in the Librex document repository and added to the invoice (printed or attached to email). Thus, when receiving the invoice, the customer simultaneously receives the corresponding proof of delivery which states the number of boxes that were delivered and where we can see the signature of the person who accepted the delivery. The number of complaints and disputes has been greatly reduced.

3) Metal Service Center

Benefit:
- Improved Productivity
- Better Document Traceability

Before Librex:

Delivery orders were filled with relevant information internally and handed over to the delivery people who had to ask customers to sign them and bring them in-house. The process was not so controlled and often proof of delivery did not return. There was no way to track deliveries following the non-return of those documents. They had to search with the serial number of the delivery and as time may have passed, it was common not to trace then.

With Librex:

Proofs of delivery are generated with the relevant information and then printed and received by Librex virtual printer who keeps a first version. The printed version of the document is given to delivery. These delivery drivers are signing the delivery by the customers and bring them internally so that they are scanned again in Librex. A Librex report is then generated for all delivery orders that have been scanned once and did not return within the normal period for a second scan. As the time before the discovery of unreturned delivery notes is much shorter, it is possible to trace the documents in almost all cases.

4) Sewing Supplies Manufacturer

Benefit:
- Better Access to Documents
- Improved Collaboration between the Different Branches

Before Librex:

Business documents were spread geographically across Canada. While the company wanted to work together to share their information across all its subsidiaries, it was almost impossible to have access to documents of other subsidiaries. It was necessary in this case to make a special request which could be time consuming as stakeholders in the other subsidiaries and to send documents by mail.

With Librex:

Documents are scanned in each subsidiary and are instantly available in all subsidiaries. For example, if a delivery is made at the Toronto office and the delivery paper ends its life by being scanned in the Toronto office, it will also be immediately available to all stakeholders of the Montreal office, which will be able to verify the status of deliveries to their customers in the Toronto area.

5) Renovation Products Manufacturer

Benefit:
- Improved Productivity
- Better Document Validity
- Better Access to Documents

Before Librex:

Another electronic document management system was used and several problems were encountered. There were concurrent access problems to the software, for example it was impossible to view documents when other documents were added to the system. Also, the success rate of automatic recognition of data on the documents was very small and there was very little validation that was performed when adding documents. With the very high error rate on the documents and the disappearance of some, it was very difficult to find the desired documents and a migration was necessary.

With Librex:

With the migration to Librex, all the documents were recovered from the old system and some cleaning was done. Thanks to automation and validations in Librex, many documents were found and redefined in the right place. Invoices that had been entered as customer orders could be found and the quality of documents has been greatly improved. In addition, the automatic recognition of data in Librex is vastly superior and it is now much easier to scan and add new documents to the system. It is now much easier and enjoyable to search for documents through Librex.

6) Transport Company

Benefit:
- Improved Productivity
- Increased Customer Satisfaction
- Ability to Perform Electronic Invoicing

Before Librex:

The invoices were generated by the AS400, and mailed without any accompanying document. This generated a very high level of customer calls to get information about the details of these bills. Another electronic document management system was implemented at a price much higher than Librex but this system was inefficient and poorly maintained. It did not allow to perform workflow operations necessary to optimize document management process.

With Librex:

Following the migration to Librex, the different techniques of integration with external systems and the Librex workflow capabilities have helped optimize the document management processes.

Invoices are now printed from the AS400 to the Librex virtual printer. Then, a workflow is triggered to connect all documents related to that invoice for shipping. The key for linking all documents is the waybill number. As the client receives all supporting documents along with the invoice, the number of customer calls has significantly decreased. Moreover, Librex allowed for electronic invoicing. For all customers asking it, the invoice (and supporting documents) are emailed in a PDF file. Depending on some rules, Librex can split the document into several e-mails if the size is too large. For customers who prefer paper invoicing, invoices (and supporting documents) are instead sent to a printer to be sent by mail.

Orders are now also received using Librex. Order forms are scanned into Librex, triggering an automatic process where a user will complete the command from an AS400 window. The two systems communicate together via web services. Through this process, the data entry is not duplicated and productivity is greatly improved.

7) Medical Products Distributor

Benefit:
- Improved Productivity
- Increased Customer Satisfaction

Before Librex:

With a large part of incoming sales orders received by fax, dependence on the proper functioning of these machines and the need for rapid and efficient distribution of incoming faxes were essential to the functioning of the company. It was necessary to manually distribute all incoming faxes. Moreover, as each officer processing the commands was assigned to certain customers, it was very difficult to distribute the good incoming faxes to the right agent. This caused delays in processing orders.

With Librex:

With the installation of Librex and LibrexFax, faxes now enter directly into electronic format and not paper. A workflow with a table of equivalences between customers and agents has been developed and faxes are now distributed directly to the right agent following the arrival of the order. The agent has to process all orders that are found in its Librex inbox. To make the assignment of agents per customer, the identifier of the caller's ID is used. If this identifier is not specified on the fax, workflow rather directs the order to the receptionist Librex inbox who will define the identity of the agent. Through this process, the response time of the agents and customer satisfaction have been greatly improved.

8) Petroleum Products Company

Benefit:
- Improved Productivity
- Space Saving

Before Librex:

All printed reports on their AS400 server were printed and stored as such in a very large amount of archive boxes. In addition to requiring a lot of space, it was very difficult to find the required reports. Much time was wasted looking for reports in the boxes.

With Librex:

Reports from the AS400 server are printed in Librex virtual printer instead of being printed on a physical printer. In addition, when printing reports, they are divided into sub-models of documents for each report instead of being kept like the global reports generated by the AS400. Much space has been recovered and it's now very simple to find exactly the desired sections of reports.

9) Transport Company

Benefit:
- Increased Customer Satisfaction
- Improved Efficiency with Billing
- Better Document Validity

Before Librex:

Following calls from customers regarding billing issues, it was very difficult to find the supporting evidence (proof of delivery and bills of lading) that were manually sorted into boxes. The customer service agents spent much time searching for documents and not always found supporting documentation. This created a large amount of customer disputes.

With Librex:

When bills of lading and proof of delivery come back, these documents are scanned and stored in Librex. Later, invoices are imported or scanned and stored in Librex. At that time, a validation is performed to ensure that the proof of delivery and the corresponding bill of lading exist in Librex. This proactive approach to validation ensures that billing is done correctly. To link the right data to the proofs of delivery, bills of lading and invoices, a two-way process has been implemented in Librex. Thus, whenever an invoice arrives, all existing data from the proofs of delivery and associated bills of lading are added to this invoice. The process is also valid in the other direction, that is to say, if a proof of delivery or bill of lading arrives to Librex, the invoice data will be added to the proof of delivery or bill of lading.

Another Librex process generates a log text file where is recorded each proof of delivery or bill of lading number that is added in Librex. This file is used by the ERP system to perform some validations.

10) Professional Order

Benefit:
- Increased Customer Satisfaction
- Improved Productivity
- Better Document Traceability
- Better Access to Documents

Before Librex:

For the license renewal of its members, notices were generated and sent by mail. The member had to send a payment by mail or go to their office to pay, then the permit and payment receipt were issued and were again sent by mail. The process was very costly in resources and required several months to complete fully.

With Librex:

The ERP system generates large PDF files of license renewal notices that are deposited directly into Librex. Librex analyzes each of these files, segmenting them into separate documents, automatically identifying the license number of each member. The notice is then sent by email.

An online payment system has been implemented, then the license and the payment receipt are again generated by the management system, which deposits them in Librex for content analysis, segmentation of documents and automatic transmission.

The process is greatly simplified for both members and the organization. Many repetitive manual tasks have been eliminated.

11) Educational institution

Benefit:
- Space Saving
- Better Document Traceability
- Better Access to Documents

Before Librex:

All employees and students files were kept in paper format, for more than 50 years of records and millions of pages. Access to these records was very difficult and required a manually documented and regulated procedure controlled by records managers. Documents were sometimes not found and consultation of a folder by two people at the same time was impossible.

With Librex:

All records were scanned with Librex and are now available in electronic format. The parallel consultation is now possible and all consultations and operations on the documents are documented to ensure audit and traceability.

Also, some documents can be sent to external systems where they are required. For example, active student records are transmitted to the student data ERP system, while the inactive student records are sent to the records management system to enable a retention schedule. This allows users to view documents in the most appropriate context for decision making.