

Industry: Retail
ERP System: Infor ERP System21 Aurora
Solution: Document Management

TN Robinson saves £30,000 annually using Cobwebb Document Management

The Background

Headquartered in Stockport, with a history of providing great quality and value since its creation in 1923, TN Robinson is a family owned electrical wholesaler with eight branches throughout the North West of the United Kingdom.

The Challenge

The management at TN Robinson wanted to reduce the cost and simplify the process of distributing documents as well as speed up the access to historical documents that were needed to resolve commercial queries.

They wanted a **user-friendly** solution that would be quickly and easily adopted by the users, this meant a **close integration with System21 Aurora**, their ERP System. The solution would require minimal manual intervention, and would have to present a **cost-efficient** way in which to distribute and archive their business critical documents.

According to Gartner, professionals spend 50% of their time searching for information and take 18 minutes on average to locate each document. Furthermore, IDC Canada has shown that almost £9000 worth of productivity is lost per worker per year due to their inability to find the data they require to do their job. This is the exact problem that TN Robinson wanted to eliminate.

The Solution

An integrated document management system, running natively on the IBM i platform, with both document reformatting and distribution capabilities along with integrated document archiving, scanning and capture functionality.

Having assessed the situation at TN Robinson and analysed where efficiencies could be made in the relevant business processes, Cobwebb proposed and installed a solution to address the issues.

Cobwebb Document Management facilitated multiple formats of document distribution at TN Robinson. Cobwebb Print delivered documents to multiple printer formats over the network and made sure that TN

Robinson no longer needed expensive pre-printed stationary. Additionally, Cobwebb Fax and Cobwebb Email **eliminated all postage related expenditure**. The most important module for TN Robinson however was Cobwebb Document Capture, the archiving solution from Cobwebb.

Cobwebb Document Management not only allowed the automatic archiving of documents it also completely removed the need for physical filing at all of their sites.

"The elimination of filing at all our branches has saved us the cost of a part-time member of staff at some of our sites. This saving represents £30,000 per annum"

Chris Drake, Purchasing Director

Adding to the R.O.I was the benefit that **no additional hardware** was required. Cobwebb Document Management is installed and sits side by side with System21 on the IBM i server.

Cobwebb Document Management has also allowed TN Robinson to receive intangible benefits. Cobwebb Document Management is **integrated into Aurora Workspace** for immediate document retrieval. This results in significant time savings for staff when searching for documents when resolving customer queries. The faster resolution of queries means that TN Robinson can improve their customer service and therefore create better customer relationships.

The next step

Impressed at the way Cobwebb Document Management has worked in the archiving of the business documents created within their business, TN Robinson has now started looking at using Cobwebb Document Management for the auto-logging of Purchase Invoices.

Cobwebb Communications Ltd. has been providing paperless process management solutions for the IBM i since 1986. Now providing a complete IBM i Document Management Solution, the Cobwebb Document Management suite of products allows you to capture, create, distribute and archive documents electronically and directly from your ERP system.