CASE STUDY

> " We are more efficient in our day-to-day operations. [KwikTag] has enabled us to considerably decrease the hours we previously spent researching transactions. "

Brenda Pletcher, Systems Analyst – *Teletouch Communications, Inc.*

kwiktag® | for Microsoft Dynamics® GP

Teletouch Communications, Inc. | Fort Worth, TX

Customer Profile:

Teletouch Communications, Inc.

For more than 40 years, Teletouch Communications, Inc. has offered a comprehensive suite of telecommunications products and services to consumers throughout the U.S. The company's offerings include cellular, two-way radio, GPS-telemetry, wireless messaging and public safety/ emergency response vehicle products and services. Teletouch's wholly-owned subsidiary, Progressive Concepts, Inc. (PCI), is a leading provider of AT&T Mobility® services (voice, data, entertainment), as well as other mobile, portable and personal electronics products and services to individuals, businesses and government agencies. PCI operates a chain of retail stores and sells under the "Hawk Electronics" brand; through Hawk-branded sub-agents; its own direct sales force and through the Internet at various sites. PCI also operates a national wholesale distribution business, known as PCI Wholesale, which serves smaller cellular and automotive retailers, car dealers and rural cellular carriers throughout the country. Teletouch Communications maintains offices in Fort Worth, TX and Tyler, TX, and employs approximately 250 people.

The Challenge:

Complicated and Inefficient Accounting Document Storage and Retrieval

Employees in Teletouch's accounting department were overwhelmed with the cumbersome task of filing thousands of A/P invoices each year in onsite filing cabinets. Not only did the filing process waste valuable time, but the document retrieval process was also a slow, tedious manual process. Because multiple sites needed access to accounting invoices, the filing and retrieval process became even more complicated. Teletouch was investing significant resources in researching and gathering documents to resolve accounting issues and to support internal audit requests.

"Our CFO was interested in going paperless and recognized the opportunity to streamline the way we were managing paper," said Brenda Pletcher, Systems Analyst with Teletouch Communications, Inc. "We wanted to eliminate our existing filing cabinets and have the ability to access documents electronically. We also wanted to be able to locate and view invoices from our desktop, without having to physically go to a filing cabinet and manually look for it."

Overview

Summary

Teletouch Communications, Inc. integrated KwikTag with their ERP system, Microsoft Dynamics GP, in order to electronically house their A/P invoices. This solution enabled the company to considerably reduce document filing and retrieval time and costs.

Departments

Accounting

Documents Scanned

A/P invoices

Solutions

KwikTag for Microsoft Dynamics GP

In addition, Pletcher said audits were a nightmare. When the company's auditors requested accounting information, it usually meant hours of manual data manipulation and wasted even more time pulling hard copies of A/P invoices.

The company needed a document imaging solution that would enable the accounting department to streamline their paper process while supporting how multiple sites needed to access documents. The solution needed to be easy to install, learn and use, and it needed to support the way Teletouch currently processed paper.

The Solution:

Paper-to-Digital

The company's IT department began researching document imaging systems. They chose KwikTag because of the system's ease of use and because it was fully integrated with Microsoft Dynamics GP. After deciding on KwikTag, the software was installed remotely and employees were using the system the next day.

KwikTag has improved efficiency in the accounting department. Currently, a total of 15 employees use the system.

"Since implementing KwikTag, we are more efficient in our day-to-day operations," said Pletcher. "The software has enabled us to considerably decrease the hours we previously spent researching transactions."

Pletcher said KwikTag's bar coding process is very simple to use, and employees learned the invoice scanning process in no time. In less than two years, Teletouch has scanned more than 40,000 A/P invoices using KwikTag document imaging.

In addition to improving the management of the A/P process, KwikTag has also streamlined Teletouch's auditing process. Previously, when the company's auditors requested checks that were written after the fiscal year had ended, Pletcher said it required days of manual work. KwikTag is fully integrated with Microsoft Dynamics GP, making it simple to access the company's accounting data and match it back to the appropriate transaction.

KwikTag also enabled Teletouch to reduce the time required to complete manual processes from days to hours. "Using KwikTag, we're able to search and compile invoices, and save them into one document for the auditors," said Pletcher. "This whole process requires hours of work, but to do it manually without KwikTag, it would take several days."

According to Pletcher, other departments have recognized the benefits of KwikTag document imaging. The company plans to expand KwikTag imaging software into other functions of the company to manage paper, such as leases and corporate documents.

"KwikTag is a great product," she added. "It has improved our efficiency and everyone at ImageTag is really good to work with. It has been an entirely positive experience since its inception."

Results

More Efficient Accounts Payable Process

Using KwikTag's document imaging software, employees can efficiently file documents electronically, eliminating the need for manually filing of thousands of paper documents. A/P invoices are easily retrieved from KwikTag, and emailed to employees who need to view them.

Streamlined Auditing Process

KwikTag has enabled employees to streamline the auditing process, from days to hours, making documents more readily available and easy to filter and compile for auditing purposes.

Effortless File Retrieval Process

A/P invoices are now accessible directly from Teletouch's ERP system, Microsoft Dynamics GP. Employees can now retrieve the electronic accounting documents almost instantaneously, and without ever having to leave their desks.

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