

Automating Paper Processing & Content Management

XEROX
SMARTdocument Travel™

Powered By
AUTOSTORE™



Company: Westar Energy, Inc.
Region/Country: Topeka, Kansas
Industry: Electric Utility

Challenges

- Find business automation software that integrates with existing IBM Content Manager.
- Seamlessly replace microfiche outsourcing of invoices with in-house content capture.
- Easily capture and scan invoice images and securely deposit them into a central repository.
- Automatically correct for poor image quality of invoices.
- Provide customer support with fast and complete access to information.

Results

- Easier viewing and retrieval of historical images.
- Immediate cost-savings by bringing imaging work in-house.
- Workload is now distributed across accounts payable clerks and IBM Content Manager work lists.
- Invoice image quality can be corrected using image enhancing features.
- Remote offices can now quickly access invoices.

Company Profile:

Westar Energy is the largest electric energy provider in Kansas, serving more than half-a-million business and residential customers. Headquartered in Topeka, Kansas, Westar Energy employs about 2,200 people, and serves more than 674,000 customers throughout East and East-Central Kansas. Westar Energy has energy centers that generate more than 6,100 megawatts of electricity, which is transferred over 33,000 miles of transmission and distribution lines.

In addition to meeting the increasing demand for electricity in Kansas, Westar Energy is also committed to providing and maintaining reliable and affordable service to their customers. This includes investing in renewable and new traditional-fueled generation and transmission projects, and upgrading controls at existing plants. In short, "Doing whatever it takes to power you into the future."

Business Challenges:

Westar Energy's immediate challenge was to find a content management and business automation system that would work with their ever increasing paper processing workload. Their first initiative was to integrate the existing IBM Content Manager document management solution (DMS) with the Accounts Payable system to store invoice images that were being outsourced for microfiche.

With a service territory covering more than 10,000 square miles and over 50 remote offices, you can imagine the volume of invoices that flows through Westar's Accounts Payable department. Some of it arrives as you would expect: detailed accounts with contact information, account numbers, and products sold or services performed. But, other invoices are handwritten, illegible, or scribbled on a crumpled piece of paper. So, Westar faced a major challenge in improving their Accounts Payable system in terms of both the volume of invoices and the quality.

In addition, Westar also wanted to integrate their existing IBM Content Manager DMS with the new content capture and business automation solution. This would allow a number of time and cost-saving functions, such as centrally scanning invoices for access and retrieval by Westar's remote offices. And, of course, all of this needed to happen while keeping customer service up and costs down.



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“The SMARTdocument travel software has provided us the ability to exploit the scanning functionality of the Xerox MFPs and quickly and easily import out Accounts Payable invoice images into the IBM content manager document management system. “

“The NSi support staff has always been available to assist us with installation and configuration questions. Their staff is very knowledgeable with the product, and is able to get our system administrator the information he needs to make our environment run efficiently.”

Ron Minihan
Westar Energy

Solution:

Westar replaced current microfiche processes with Xerox MFPs and SMARTdocument Travel (AutoStore). SMARTdocument Travel is able to scan multiple invoices directly into Westar’s existing DMS using barcode separator pages to distinguish between invoices. The multiple features associated with SMARTdocument Travel can also improve poor image quality, classify documents, and process them into text-searchable formats.

relying on an outside source to microfiche them, resulting in a cost-savings and faster storage and archive turnaround. In the future, the scan capture process through the MFDs with SMARTdocument Travel will be pushed out to the branch offices to further increase the speed and efficiency at which the invoices are processed.

Hardware:

Xerox MFPs

Software:

SMARTdocument Travel, IBM Content Manager

Result:

Westar’s branch offices are now able to quickly access and retrieve invoices that are scanned at headquarters – making the communication between customers, service providers and Westar efficient, and the information, reliable. This allows Westar to digitize their invoice images in-house instead of

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