

Wehkamp

Xerox and ScanFlowStore proves **good return** on **investment** for WEHKAMP



The Results:

- Saving time because of providing digital insight into the archive
- Saving money because of more efficient productivity of the administrative employees
- Higher level of customer satisfaction because of fast service
- Easy to use because of integration into Wehkamps system
- Efficient documentation and archiving of the delivery notes
- Quick ROI

The Challenge:

Provide digital insight into the physical archive. Doing this by integrating the scanned documents directly into the CRM system of Wehkamp.

The Solution:

A Xerox WorkCentre Pro 55 powered with ScanFlowStore.



WorkCentre Pro 55

Case study: Mail order shopping

The Challenge:

Each day, Wehkamp has 30 trucks drive out to deliver goods to customer locations. For these deliveries, Wehkamp was maintaining delivery notes for all the incoming and outgoing shipments. This documentation was being kept in a physical archive. Wehkamp administrative employees were manually processing these delivery notes on a daily basis, which was monopolizing the majority of their productivity time.

A lot of the delivery notes contain extra service, such as assembly and installation of products. These additional services need to be monitored so that the appropriate billing can take place. After processing these documents, they needed to be archived and put away somewhere in the large distribution center. Approximately five times a week, each of the 9 administrative employees receive phone calls with specific questions concerning delivery of the goods.

To be able to answer these questions, it often was necessary to retrieve the delivery note from the archive. To do this, the administrative employee had to write down the phone number of the customer, walk to the archive, retrieve the delivery note and return to contact the customer with the appropriate information. Each time this happened this would take about 20 minutes and it was a large distraction of the daily activities.

The Solution:

Mr. Vaartjes of Wehkamp developed an application, in which the delivery notes, the invoices and the payment slips get printed on 4 WorkCentre Pros 55. Wehkamp chose 4 machines so that in case of break down, there would always be a back up machine available. This is necessary because Wehkamp is involved in a continuous process in which the breaking down of a machine will directly affect the customer service offered. For each delivery the delivery note is printed in duplicate, 1 for the customer and 1 for Wehkamp for their own administration. All these delivery notes contain a barcode, the ride number and follow up number. In the morning these delivery notes go with the truck driver.

When he comes back at night, all signed delivery notes get scanned in at a speed of 55 pages per minute. By using ScanFlowStore with the special barcode module that recognizes meta data in the barcode, all documents get stored directly as a text searchable PDF in the correct file within Wehkamps system. Because of this direct integration and the use of barcodes it is possible to scan an entire batch at the same time. Subsequently the scanned document can easily be retrieved digitally from the right location in the system. This way all administrative employees have easy access to all delivery notes from behind their workstation. Because ScanFlowStore converts all documents into 100% text searchable PDF files, all documents can easily be retrieved.

When a customer calls it is now very easy for the administrative employee to retrieve the document by searching on customer name, customer number and/or any other data that is mentioned on the delivery note. Because of this fast way of working the customer will experience a greater level of customer satisfaction, something that is very important for Wehkamp. In addition, a calculation of the time savings of the administrative employees can easily be made: 9 employees * 5 phone calls per week = 45 phone calls per week * 20 minutes = 900 minutes = 15 hours.

This shows that the administrative employees now, per week, can spend about 15 hours more on their normal activities and thus be more productive. This means that Wehkamps investment in ScanFlowStore and changing their way of working will pay itself back in no time. In short, a quick ROI.

Customer Profile:

Wehkamp is an innovative supplier of mail order merchandise, with a wide range of consumer articles. They are known for their competitive prices and recognizable customer service. The customer can select one or more articles from the website (www.wehkamp.nl) or from the guide that is being delivered in the mailbox. Once an article is ordered, Wehkamp will make sure that it gets delivered within 24 hours.

Working together...
getting results.

Together we can.

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WorkCentre Pro 55