



## The solution proposed by Cad-Capture has enabled GDHA's Accounts Payable and Invoicing & Receipt operations to dramatically improve the efficiency of its processes



### Case Study

### GDHA - Recipe for success



Cad-Capture has implemented an integrated Document Management and Workflow solution, enabling Glen Dimplex Home Appliances (GDHA), a global producer of domestic appliances, to reduce operating costs and improve customer services by replacing an inefficient and expensive paper based system employed for archiving and retrieving documents associated with its Accounts Payable and Invoicing & Receipt operations based in Prescot, Merseyside.

Part of the Glen Dimplex Group, GDHA is the largest manufacturer of cooking products in the UK, commanding an impressive 20% share of the market with established and well known brands including Stoves, Belling, New World and Lec.

With storage space at Prescot limited, GDHA were previously forced to regularly transport large quantities of paper documentation including, e.g. orders, acknowledgements, invoices, despatch notes and proof of deliveries etc, to its site in Warrington for archiving.

Home to GDHA's New World product brand, conditions at Warrington were not suited to the long-term storage of this documentation, placing evidence of business critical transactions at risk from deterioration and even destruction in the event of fire or other incident.

The cost of transportation between the two sites was exacerbated by the need to regularly collate documents in preparation for archiving, a time consuming exercise deviating valuable resource from core responsibilities and impacting on operational efficiency.

In addition, because recovery from Warrington was often both time consuming and difficult, with only the latest documentation available to hand in Prescot, GDHA's ability to respond in a timely and efficient manner to queries relating to customer transactions older than 2-3 months was hampered.

Following a successful reference visit to Kerry Foods, Cad-Capture was selected from amongst strong competition due to its innovative and comprehensive solution to GDHA's business problem.

Cad-Capture proposed core Document Management and Workflow components from Open Text's LiveLink ECM - eDOCS™ content management platform to deliver a flexible and scalable solution that, whilst meeting the immediate needs of Accounts Payable and Invoicing & Receipt operations, provides the foundation for a fully integrated, process centric environment for capturing and managing content across the enterprise, enabling GDHA to improve performance, reduce costs and enhance service delivery in other areas of its business.

Cad-Capture embarked on a comprehensive scoping and analysis exercise, working closely with GDHA to detail its requirements.

Included in the scope of supply was an integrated document capture solution, utilising Kofax® Ascent Capture® and Kodak i250 A3/A4 colour scanners to enable a systematic and rigorous approach to be taken with regard to the capture, recognition, validation and release of paper documents to eDOCS™ – DM.

Integrated with GDHA's Geac System 21 ERP database, dynamic 'look-ups' were configured to minimise human error and streamline process efficiency, with all documents relating to a specific transaction quickly and easily recovered via a single federated search.

Gerry Reilly, BPR Manager at GDHA said "The solution proposed by Cad-Capture has enabled GDHA's Accounts Payable and Invoicing & Receipt operations to dramatically improve the efficiency of its processes".

Simon Watts, Managing Director of Cad-Capture said "We are delighted to be working with GDHA and look forward to further developments in the near future".



If you would like to know more about what we could do for you, phone:

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or visit our website at:

**[www.cadcap.co.uk](http://www.cadcap.co.uk)**



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