

AUTOMATING BUSINESS PROCESSES

TaskCentre®

Kern Ltd uses TaskCentre® to automate critical employee activities.



Access Dimensions

TaskCentre®

The UK's leading Business Process Management Solution

Business Requirements

- ⇒ A solution that would automate the construction and delivery of their Crystal reporting procedures.
- ⇒ Real-time monitoring of, and reporting on, changes to key company data.

Solution Deployment

- ⇒ Real-time monitoring and reporting from its Access Dimensions, Service Manager Editions and Crystal Report writing applications.

► **Company**

Kern Ltd

► **Industry**

Distributor and maintenance of mailroom and packaging technology

► **Geographies**

United Kingdom

Business Benefits Delivered

- ⇒ Eradication of the need to manually run Crystal reports.
- ⇒ Reduction of administration time through the automation of key data monitoring and reporting.
- ⇒ Reduced invoice payment times
- ⇒ Faster contract renewals
- ⇒ Removal of employee data processing errors through intelligent automation.

Case Study: Kern Ltd

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Orbis Software (UK)

The Kern Group was established in Switzerland in 1947, and has become a market leader in the manufacture and distribution of mailroom equipment. Kern Ltd, the UK arm of the group, has grown and diversified to supply technology across the mailroom and packaging markets and currently employs 130 members of staff, based in its headquarters in Fareham, Hampshire and across the country.

Kern Ltd and their initial interest in TaskCentre®

Like many companies involved in the provision and servicing of technological products, Kern Ltd has to work to tight deadlines. As a result, the productivity of both onsite and offsite employees can be affected by the availability of 'time critical' information. This was the main issue that stimulated Kern's interest in the intelligent automation capabilities of TaskCentre®.

This initial interest was explained by Sandra Richardson, Finance Manager for the Kern Ltd, "Our business operates in a commercial environment where customer service is paramount. Members of the management team need to receive time critical information efficiently and rapidly." Sandra continued, "It became apparent that TaskCentre's intelligent automation capabilities could save us time and money not just over the issue of report generation and distribution, but across wider areas of the business."

TaskCentre® and the impact it has made to the company's customer management, engineering, finance,

stores and management functions.

The customer services department is at the very heart of many organisations and is often responsible for providing critical information influencing decisions across the business. Kern takes great care to review and manage its customer service and has begun automating many of the processes which will have a significant impact on the business. One such area, which Sandra was happy to use as an example, is that of 'contract due date' monitoring.

After TaskCentre® was implemented, she was impressed by the results, "TaskCentre® proactively monitors key data within our SME applications and sends details of contracts which are 90, 60 or 30 days away from renewal." She continued, "The benefits of this one automated task alone have been remarkable, as our service managers no longer have to spend time on administration, but can devote more time to their work with customers. In addition, renewal revenue and cash flows can be predicted and processed more quickly."

Kern Ltd's finance department, like that of many similar companies, runs a number of daily reports which influence the decisions of senior management staff. These reports are often crucial to the business, and the production and distribution of documents involves commitment from a number of people.

When she was introduced to the intelligent automation capabilities of TaskCentre®, Sandra saw the

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potential to increase productivity and reduce costs, “Our finance department runs stock reports manually, and monthly reconciliations therefore we have to allow for potential processing errors.” she explains, “Using TaskCentre’s easy ‘drag and drop’ interface, we could see how easy it was to automate this process. The benefits were immediate, as reports are now generated and distributed automatically, in real-time. Our reconciliation times have reduced noticeably as a result.”

Kern Ltd also utilised TaskCentre® to monitor and report on key data generated within their service application SME. Traditionally, this monitoring of key client data was handled manually by senior managers. As a result, outstanding jobs within the service manager application could lead to delayed invoicing. This is something that Sandra was particularly concerned about. “The impact of an action in one department can be significant for others” she explains, “Business processes cross many departments and functions, and a delay in one area can affect activity in another. Where the service manager application relied on manual operation, say to close down a job which had been completed, financial processing could be delayed further down the line.”

This is a typical issue which can affect any large successful company. Sandra is happy to highlight the difference TaskCentre® has made to Kern. “Through automation, senior managers have information relating to job completion delivered to them dynamically each day. As a result,

invoicing is more efficient, and there are fewer queries.”

Kern Ltd and its future plans for TaskCentre®

It is always the case that organisations using TaskCentre® continue to automate business processes over and above their initial requirement. “Our next project will be to buy the ‘plug-in’ SMS Action, which will allow us to send information to remote workers” says Sandra, “We anticipate that SMS Action will also prove very useful in conjunction with TaskCentre’s new events technology, as engineers will be able to sign off projects, and request new jobs via SMS.”

Kern also has a number of other plans for TaskCentre® and Sandra explained why this is the case, “Architecturally, TaskCentre® is designed with the user in mind. Its ‘plug-in’ technology means that we can procure different pieces of functionality as and when we have an actual business requirement. She concluded, “This provides us with the flexibility to create new or adapt business processes quickly when management see further opportunities for operational excellence.”