

Specialty Military Contractor Defends Against Paper Overload With Enterprise Content Management Solution from IDT

Abiding by strict security protocols and industry regulations for records keeping is a necessity for defense contractors. After relying solely on paper-based processes for years, and losing many of those physical records in a natural disaster, a leading military vehicle maker decided the best defense was a good offense.

Textron Marine & Land Systems (TMLS), an operating unit of Textron Systems and military contractor that designs and manufactures innovative armored vehicles, turrets, boats, light tanks and other weapon systems, sought to streamline and better safeguard its operations after Hurricane Katrina put its main office in Louisiana under water. Together with reduced document storage space, paper documents were becoming an increasing liability for the company.

The Challenge

TMLS knew it needed a more efficient method for storing and securing its documents. The company sought a capture and content management system that could be expanded throughout the organization, so that multiple departments could eventually make use of the same technology platform.

Additional criteria for the new system included:

- Open architecture with out-of-the-box functionality that required minimal customization;
- A high level of document security;
- A solution provider that had a proven track record in managing complex financial transactions and providing business process automation; and,
- The ability to integrate the new content management technology with the company's existing ERP system.

The new technology from IDT is enabling the company to avoid hundreds of thousands of dollars in costs.

The Solution

Led by TMLS Black Belt Sean Hansen, a cross-functional team applied Six Sigma methodologies to evaluate potential product and service solutions. "The Six Sigma process allowed us to exactly capture the needs of our internal users,

and determine how we would measure the success of the system once implemented,” explains Hansen. Benchmarks and criteria were set for reviewing several software vendors, and an outsourced software as a service content management provider. Each solution was then ranked against all the criteria, giving TMLS a systematic way to objectively decide on the best technology.

The company selected system components and services from Integrated Document Technologies (IDT) of Itasca, Ill., a leading provider of integrated document management solutions that help companies harness the power of information. “IDT had the imaging expertise we needed, and provided advice and options about what would work most seamlessly – and with the least amount of maintenance -- in terms of the technology,” says Hansen. “They were also adept with the specifics we needed to address in our HR and Finance operations.”

IDT’s complete, turn-key ECM solution includes:

- Oracle IPM (formerly Stellent) Imaging and Process content management software
- Kofax Capture Software
- Kodak i1420 digital scanners
- IDT professional services for system design, implementation, integration and long-term support.

This capture and content management system met all of TMLS’ key criteria for scalability, functionality, security and could be rapidly deployed for its business units. This solution also fit well within their current IT infrastructure. Its components included industry-leading technologies already utilized within other areas of Textron Inc., allowing TMLS to meet its preference for a standardized ECM platform. IDT has previously designed and installed a successful capture and ECM solution for Textron’s Financial Shared Service Center (FSSC) and Greenlee business unit.

The Result

By adopting a phased approach, TMLS began using the new IDT ECM system within three months in its Human Resources and Finance departments. Its use of the new system, in place for nearly a full year, continues to expand weekly. Compared with its prior labor-intensive, paper-based processes, Hansen estimates that the new technology is enabling the company to avoid hundreds of thousands of dollars in costs.

HR is now electronically capturing and managing a variety of paper documents, such as personnel and training records, on a day-forward basis. Since the new system has been in place, the HR department is also actively working to reduce the document backlog so that they will have instant access to their documents

online. "HR has to support multiple locations. This system gives users instant data access, instead of having to make a hard copy and either mail, scan/email, or fax," notes Hansen.

In the Finance Department, a high volume of day-to-day administration paperwork needed to be maintained in an office space with limited storage capacity. Additionally, TMLS had to meet the auditing requirements for physical record-keeping.

Using IDT's integrated Kofax and Oracle ECM system, the finance team is now able to electronically capture and manage their incoming AP vouchers, journal vouchers and expense reports far more efficiently. This has eliminated the need to store the physical paper beyond their prescribed periods, and allowed the department to meet its auditing requirements, solve the storage issues and address document security and safeguarding concerns. "We've also been able to improve the overall process design by eliminating previously non-value added steps," says Hansen.

Both departments are finding the ECM system easy to use, with good image quality and faster response time on inquiries.

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About Integrated Document Technologies, Inc.

Integrated Document Technologies (IDT) helps companies harness the power of information through integrated Business Management solutions. It offers system design consulting and a comprehensive range of products and services to reduce paper, automate business processes and enable regulatory compliance. IDT's sister company, IDT Consulting, provides ERP/Financial and CRM solutions. Both are single-source knowledge bases for system design, integration, customization, implementation and long-term support. For more information about IDT, visit www.idt-inc.com or call (630) 875-1100.