

# PVC Industries, Inc.

## PVC Industries Cuts Costs and Increases Efficiencies With DocStar ECM AP Automation

### Company Facts

#### Overview

- ▶ Location: Clifton Park, NY
- ▶ Industry: Manufacturing
- ▶ Specialty: Window manufacturer
- ▶ Number of Locations: 1
- ▶ Website: [www.pvcindustries.com](http://www.pvcindustries.com)

### Success Highlights

#### Challenges

- ▶ Inefficient manual processing of 40,000+ documents every year
- ▶ Lack of visibility into invoice status and cash flow due to desegregation with accounting
- ▶ High paper, storage and printer-related costs

#### Solutions

- ▶ DocStar® Enterprise Content Management
- ▶ DocStar AP Automation
- ▶ Integrated with Sage MAS 90

#### Benefits

- ▶ Automated AP processing provides 20% efficiency savings every year
- ▶ Improvements for change orders, ability to research on inquiries and mitigation of human error
- ▶ Approvals can be done in as few as four minutes, anywhere in the world
- ▶ Full integration with Sage MAS 90 reduces time to manually locate documents
- ▶ Five-year return on investment—\$140,000



As the premier manufacturer of custom vinyl windows, PVC Industries, a member of the Earthwise Vinyl Windows Group, is a company on the move with an aggressive growth plan. Among their goals were: streamlined operations, increased production capabilities and continued ability to meet their guaranteed two week delivery commitment.

The company first implemented DocStar EMC in June of 2010 to address a time consuming, inefficient AP process. Kathy Rice, PVC Industries IT Manager highlighted the workflow efficiency issues that needed to be addressed inclusive of reducing paperwork, timely response to customer and vendor inquiries and integrating a new system into their existing automated platforms.

### Paper process cripples orders and fulfillment

Initially, the company's field sales people would send a fax to the head office where an order entry clerk would enter the information into the system. "From order placement, through manufacturing, shipping and our accounts payable and receivable processes, each piece of documentation, including any changes to the order, needed to be manually logged in and filed, creating a time consuming, yet necessary paper trail," noted Kathy. "We needed to find a way to streamline our accounts payable and sales order entry process that could be easily integrated into the Fenevision ERP and Sage MAS 90 systems."

**“I am so impressed with the return on investment we have so quickly seen with this new automated platform.”**

—Kathy Rice, IT Manager  
PVC Industries, Inc.

In a typical week, PVC Industries logs over 250 orders, generating more than 13,000 orders each year. “Each of those orders is comprised of three separate documents, which means we generate more than 40,000 paper documents to print and file annually,” said Kathy. “In the last few years we’ve spent over \$15,000 on paper alone.” A key challenge was managing all of their paperwork in a cost-efficient, clear, concise and easy to locate manner.

## Automated AP solution cuts costs and streamlines workflow

Working with PVC Industries’ IT department, DocStar was able to create an automated accounts payable platform that has made it easy to scan, store and retrieve documents for each individual order, quickly and effortlessly, as well as the ability to add any notation at any time during the overall process. This has meant increased productivity and ensures that each digital file has all of the necessary documentation for that particular order.

At the point of order entry, DocStar installed an electronic in-box to receive

faxed orders, which were then displayed on dual monitors. One monitor displays the order itself, while the other displays the actual entry to begin production. Many of the information fields within the production entry are already populated, based on the information provided within the initial order. The order entry representative is now able to process 50 more entries in the course of a week, a 20% efficiency improvement over the prior order entry system. The labor efficiencies gained equates to approximately 8.5 hours/week, 450 hours/year and nearly \$13,000 annually.

Additionally, any issues, changes or status of the order can easily be made throughout the time spent from initial order placement, through shipment of the final product, in one single place, thus saving time and decreasing the incidence of human error. All of this information is captured in one place, and at any time can instantly be retrieved by entering a variety of search criteria. Previously, it would take up to 30 minutes to gather all of this information. Assuming a 10% order change rate and a 15-minute median time value, the labor efficiencies gained equates to 6.25 hours/week, 325 hours/year and nearly \$10,000 annually.

“Working with DocStar to integrate their document management software into our existing system has created a dramatic improvement to our AP workflow,” noted Kathy. “We often need to review orders and now we can even find orders placed over the phone. These improved efficiencies help us to deliver a superior level of service. Our customers have never been more satisfied.”

With the new software in place, accounts payable processes have also been streamlined and simplified. A processor can create a document package that includes an invoice and supporting documents such as monthly utilities, miscellaneous expenditures, etc. This package is electronically routed to the

accounts payable department and then to the general manager for approval. The GM receives an alert, reviews the documents, makes any notes and approves the invoice. The approved invoice is automatically routed back to accounts payable for payment. Now, an invoice can be processed in as little as four minutes and can be reviewed and approved, or declined from anywhere in the world.

“We’re gaining labor efficiencies after the order is processed,” Kathy said. “Finding a paper document took considerable time. The average labor savings is at least six hours per month or \$2,160 annually in our customer service area.”

“I am so impressed with the return on investment we have so quickly seen with this new automated platform, and I’m anxious to promote this system to our Earthwise member associates,” continued Cathy. “What had previously been a very labor-intensive process, and prone to human error, has been streamlined into an easy-to-use format. And, we’re avoiding late payment penalties.”

**“These improved efficiencies help us to deliver a superior level of service. Our customers have never been more satisfied.”**

—Kathy Rice, IT Manager  
PVC Industries, Inc.

## DocStar delivers \$140,000 return on investment (ROI) in five years

- ▶ PVC Industries has estimated that it will save over \$15,000 in paper expenses alone over five years
- ▶ Clear and concise communication between all aspects of the business have resulted in an annual savings of over \$25,000 per year
- ▶ Five year cost savings = \$140,000

---

## About DocStar

Helping businesses translate vision into action for more than 20 years, DocStar offers the industry's most flexible and innovative enterprise content management and process automation platform. Easy to implement and use—both in the cloud and on premises—DocStar proven technology and global process expertise empowers organizations to operate at peak performance, navigate change, and grow.



Contact us for more information on DocStar products and services

 +1.888.362.7827 x2735  [info@docstar.com](mailto:info@docstar.com)  [www.docstar.com](http://www.docstar.com)

The contents of this document are for informational purposes only and are subject to change without notice. DocStar, a division of Epicor Software Corporation, makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, May 2017. The usage of any DocStar products or services is subject to Epicor's standard terms and conditions then in effect. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. DocStar and the DocStar logo are trademarks or registered trademarks of DocStar, a division of Epicor Software Corporation in the United States, and in certain other countries and/or the EU. Copyright © 2017 Epicor Software Corporation. All rights reserved.