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Joanne Disario, Manager – Honeywell Process and Solutions Center

kwiktag[®]

Digital Filing for the Enterprise

Honeywell Process and Solutions Center | Phoenix, Arizona

Customer Profile:

Honeywell

Honeywell International is a \$26 billion diversified technology and manufacturing leader. Honeywell's shares are traded on the New York, London, Chicago and Pacific Stock Exchanges. It is one of the 30 stocks that make up the Dow Jones Industrial Average. Honeywell employs 125,000 people in 95 countries and Phoenix is home to the Process and Solutions Center (PSC), a department within Honeywell's Automated and Controls Solutions (ACS).

The Challenge:

Growth Restricted

PCS oversees production, pricing and delivery for documentation, collateral, software and distribution needs within ACS and manages a digital library for employees. Under the management of Joanne Disario and the help of a Xerox document management system, PSC started the process of distributing digital documents rather than paper; reducing the annual printing volume.

Unfortunately, the Xerox solution required an inefficient process that was costly, eating valuable staff time. Disario realized a more efficient solution was needed when PSC received a scanning order to backfile 500,000 pages of maintenance contracts. Processing this order would overwhelm the Center and leave little bandwidth to address daily demands.

Overview

Summary

Honeywell's Process and Solutions Center needed an easily implemented, efficient digital filing solution to save itself from imminent backlog and inefficient staff time use.

Departments

Process and Solutions Center
Maintenance

Documents Scanned

500,000 Page Backfile
Maintenance Contracts

Solution

KwikTag Basic

The Solution:

Paper-to-Digital

ImageTag knew the solution had to significantly improve the current work process and be implemented quickly. Within a month, a KwikTag-driven process was up and running in the Center. "We decided to implement KwikTag because its unique capture method gives us speed, capacity and project flexibility we never had before," said Disario.

The eight PSC users scan documents using a scanner or one of PSC's existing Xerox Document Centres. The images are automatically processed by the KwikTag secure server and stored in secure, virtual "drawers," located on Honeywell's distributed network. Indexed KwikTag files are available anytime, from anywhere on Honeywell's network, directly from the users' desktops.

Based on the success of the backfile project Disario then persuaded the division to convert its "day-forward" contracts to KwikTag. According to Disario, "It made sense to have the day forward documentation done by the users most familiar with the information and the ease with which they embraced KwikTag proves how innovative technology can simplify the work process."

KwikTag's advanced design enabled two new Minneapolis users and their Xerox device to access the existing Digital Filing Server in Phoenix without special software, hardware or network re-configuration.

Word has spread through Honeywell about KwikTag's easy "file, tag and scan" methodology. Disario believes KwikTag has "barely scratched the surface" at Honeywell and numerous applications could be on the horizon.



Results

Improved Staff Productivity

KwikTag's patented tagging method made it more efficient for employees to see progress as they tackled the 10-month backfile project. Staff captured a container with 3,000 pages of maintenance contracts in fewer than 11 hours as compared to the previous average of 27 hours per container.

Time Savings

Since implementing KwikTag the department's workflow process has improved to a level that allows PSC to pursue new scanning business.

Cost Avoidance

The increase in employee efficiency has made it possible for the Process and Solutions Center to provide better customer service and increase its scanning projects without adding to the department's head count.



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