



A key feature in choosing KwikTag, as our electronic document imaging solution, was that they have a proven history of integrating with Microsoft Dynamics GP... Everyone at the company has been amazed at how simple it is to use. ”

Jennifer Grewe, Controller – West Central Telephone

kwiktag[®]

for Microsoft Dynamics[®] GP

West Central Telephone | Sebeka, Minnesota

Customer Profile:

West Central Telephone

West Central Telephone is one of approximately 250 rural telephone cooperatives in the United States. Originally formed to improve rural telephone service options in the area, the cooperative now provides several cutting-edge services including IPTV and broadband Internet service. West Central Telephone is located in Sebeka, Minnesota and employs 20 people.

The Challenge:

Running Low on Resources and Space

West Central Telephone's accounting department was tasked with having to retrieve and re-file paid invoices for numerous studies and for other departments. With only 20 employees, every resource is precious and having to complete this tedious process on an ongoing basis was precluding the accounting department from tackling more pressing projects. West Central Telephone was also running out of filing space and needed a document imaging solution that could help them store files electronically to free-up much needed storage space.

Overview

Summary

West Central Telephone integrated KwikTag with Microsoft Dynamics GP and deployed the software across the organization to maximize productivity, decrease storage requirements and increase data security.

Department

- Accounting
- Customer Service
- Human Resources
- Marketing
- Information Technology
- Outside Plant Facility

Documents Scanned

- Bank Transactions
- Invoices, Purchase Orders
- Service Orders, Contracts
- Human Resources Records
- Customer Records
- Marketing Research

Solution

- KwikTag for Microsoft Dynamics GP
- KwikTag Basic

The Solution:

Electronic Filing and Retrieval System

Jennifer Grewe, Controller for West Central Telephone, first saw a demo of ImageTag's KwikTag product at a tradeshow, "I fell in love with the product instantly. I liked the options it had for invoices and all the other features that we could use on a standalone basis. Additionally, I liked that we could have one program that everybody (in the company) could utilize." Soon after Grewe saw this demonstration, West Central Telephone bought licenses for all 20 employees and implemented KwikTag across the organization.

The remote installation, including integration into Great Plains and online training for employees, took only four days. The accounting department was the first to pilot the new KwikTag software application and began scanning in a wide-range of documents including invoices, bank transactions, purchase orders and time sheets. As word traveled throughout the company other departments began to discover applications for the software. The customer service team is now scanning in all service orders and customer records and marketing has created an electronic "filing drawer" within KwikTag for storing research materials. The outside plant is using the software to store their vendors' information including purchase orders, packing slips, quotes and equipment manuals. West Central Telephone has found all of these uses for KwikTag within the first six months of deploying the software and continues to find new and innovative ways to use KwikTag to streamline their business process.

Implementing KwikTag has helped West Central Telephone drastically cut down on manual filing and retrieval tasks. One example in the accounting department is a previous account payables process that involved copying each check, attaching it to a paper invoice and then filing for reference at a later date. That process has been completely eliminated because the invoice is now scanned and stored in Great Plains as it is entered into the system. When someone does need to review a document, it just takes a few mouse clicks to view it in Great Plains and send the invoice via e-mail to the business requester. "This is saving us a ton of time. We can fulfill a request in one to two minutes versus half an hour," reports Grewe. Not only is this increasing employee productivity but it is saving the company money since they are no longer using as much paper, copier toner and other filing supplies. The KwikTag product which was originally purchased by West Central Telephone for the purpose of reducing the amount of manual tasks placed on the accounting department has evolved into a much more widely used and valued business tool than Grewe could have ever imagined, "Reactions across the company have been very positive... Employees just love how easy it is to use and how easy it is to access information directly from their computer, whenever they need it."



Results

Increased Filing Space

West Central Telephone was able to free up much needed storage space by storing files electronically instead of in paper file cabinets.

Enhanced Data Security

KwikTag's built-in security features enable West Central Telephone to customize file access by employee – mitigating risk and adding an extra layer of security to vital company data.

Maximized Employee Productivity

By decreasing the amount of manual filing tasks at West Central Telephone, employees are able to focus their time and resources on other important projects.

Dollars Saved

Many of West Central Telephone's filing processes included making paper copies. By scanning and storing electronically, they are saving money on copy paper, toner and other filing supplies.

Aids in Disaster Recovery Plan

By storing paper documents on a secure backed-up server, West Central Telephone is able to satisfy a crucial component of their disaster preparedness plan.



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