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*Daniel Chapman, Payments Controller – Norland Managed Services Ltd*

# kwiktag®

# for Microsoft Dynamics® AX

Norland Managed Services Ltd | London, UK

## Overview

### Customer Profile:

#### Norland Managed Services

Norland Managed Services Ltd is a leading provider of facilities maintenance and support services in the built environment, working in partnership with some of the UK's best known companies. The company maintains offices throughout the UK and Ireland, and its current turnover is in excess of £200m per annum.

With three divisions and a national regional office network, Norland Managed Services is dedicated to ensuring it meets its customers' needs – whatever and wherever they are in the UK. Its client-centric approach has led to one of the highest customer retention rates in the industry with 97 percent.

The company is committed to creating a challenging and rewarding working environment for its people, and is focused on health and safety as its top priorities. With its flat, accessible management structure, Norland Managed Services has become one of the UK's employers of choice.

### The Challenge:

#### Inefficient and Complicated Processes

Norland Managed Services' purchase to pay procedure was inefficient and in need of assistance. The lack of visibility into their Microsoft Dynamics AX transactions did little to assist in researching company invoices or determining status in the payment process. These inefficiencies were affecting areas throughout the business, and causing a lot of hard work and resources that could be better allocated.

Document scanning was not part of the accounting operation and the invoice purchase to pay processes were driven by the circulation of original paper invoices throughout the company, and in multiple sites across the UK.

### Summary

By deploying KwikTag, Norland Managed Services Ltd rapidly increased efficiencies and reduced complexities in its purchase to pay processes. Other departments now have access to scanned documents, further increasing the company's ability to be more efficient by reducing Work in Progress and streamlining how resources are allocated throughout the organization.

### Departments

- 150 Users
- Accounting
- Contract Support
- Contract Management

### Documents Scanned

- Invoices

### Solutions

- KwikTag for Microsoft Dynamics AX

## The Solution:

### Rapid Increase in Purchase to Payment Efficiency

Norland Managed Services' IT department researched document imaging solutions and discovered KwikTag was designed specifically for their Microsoft Dynamics ERP business solution. Daniel Chapman, Payments Controller stated "When we first saw the KwikTag product demonstration, we found that it was a simple solution with immediate and easy wins for us."

Chapman and his team were excited about what KwikTag could do for their business. "KwikTag met all of our needs and we saw how it could solve so many challenges overnight," said Chapman. When making the final purchasing decision, Chapman stated, "The cost and ease of implementation were the compelling reasons for choosing KwikTag".

The installation process was brief and from start to finish, it required very few people, hours and resources. Learning KwikTag was second nature, "KwikTag is such an easy process to understand and work with, that it was driven into our business very quickly," Chapman said. Within the first several months of implementing, the company scanned tens of thousands of paper invoices.

Today, Norland Managed Services' Microsoft Dynamics AX users have access to invoices that were scanned using KwikTag. The company is realizing reduced invoice loss risk, increased visibility to documents, and the software has aided in driving down Work in Process (WIP). Employees are pleased with KwikTag's performance, as Chapman exclaimed "There's considerable buy-in throughout the business. All of our users have agreed that KwikTag has solved many of our challenges regarding invoice approval and payment."

Outside of the Microsoft Dynamics environment, contract support personnel and other departments throughout the organization have access to the scanned documents. "The response from other departments has been overwhelmingly positive," said Chapman.

"What we like most about KwikTag is its ease of use and how quickly users can be trained to use it," Chapman said. "We would certainly recommend KwikTag to other companies. It's a simple product with immediate benefits. It reduces risk and drives the purchase to payment process efficiently and with clarity," Chapman concluded.



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## Results

### Increased Efficiency

Efficiency rapidly increased because purchase to payment processes are no longer paper-driven, and the paper trail was eliminated. Norland Managed Services was also able to reduce aged debt on its supplier statements.

### Easy Access to Documents

In addition to Norland Managed Services' Accounting department, other personnel and departments have gained easier access to scanned documents, aiding in reducing the company's WIP.

### Improved Security

Norland Managed Services' staff has greater visibility and access to all invoices. By implementing KwikTag document imaging software, the company has eliminated the risk of lost or surprise invoices between sites.

### Improved Disaster Recovery and Business Continuity Plan

All paper invoices are now backed-up and easily available for auditing purposes.



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