



SpringCM® Customer Success

PRIORITY SOLUTIONS INTERNATIONAL

SPRINGCM DELIVERS COST SAVINGS AND SCALABLE BUSINESS GROWTH

Priority Solutions International is a leading global non-asset-based supply chain management company that provides mission-critical logistics services for clients in pharmaceuticals, healthcare, government, aviation, and retail, among others.

The company extends its capabilities through a nationwide network of qualified local delivery resources, multiple warehouse locations, international air freight forwarding and a wide variety of value-added services that assist customers in simplifying, automating, measuring, managing, and improving their supply chain.

One of the company's focus areas, for example, dedicated to pharmaceutical sample distribution, requires PSI to capture Proof of Delivery (POD), that has been verified as received, for each shipment. In the past, each of the 1,000- 1,500 PODs received each day from various delivery vendors was manually sorted first by client, then by project. Each POD, essentially a Bill of Lading, was then manually marked as received to initiate payment for the vendor.

"That part took forever," recalls Systems Analyst Tamara Ylitalo. "We tried to get them into the system within 24-48 hours, but sometimes just couldn't get it done."

Although both client contracts and the Pharmaceutical and Drug Marketing Act require PSI to retain a physical copy of each POD for up to seven years, its reliance on paper-based processes was labor-intensive, costly, difficult to scale, and limited the company from delivering optimal customer service.

As a result, the company sought to implement an electronic document management system to capture and manage each POD, streamline and automate the delivery verification process, and provide self-service accessibility to delivery information for its clients.

"SpringCM really made believers out of people because of both the quality of the software, and the convenience of the service. Instead of creating the wheel ourselves, we found a partner with their own ideas and solution who could make it happen and at the volume level we needed."

TAMARA YLITALO
Systems Analyst,
Priority Solutions
Internationals



INTEGRATING AN OUTSOURCED SOLUTION

Having recently completed a core competency exercise, PSI determined that an outsourced document management solution would best allow it to focus on its supply chain business. As the company evaluated the available managed services providers, two things about SpringCM stood out immediately:

“The functionality met our needs, and SpringCM was also open to the kind of back-office integration we were hoping to do,” says Kevin Jackson, PSI’s Chief Information Officer. “As a cloud model with a web services layer, SpringCM makes integration more straightforward than it would have been in the past.”

While PSI wanted to provide self-service document retrieval for clients, it preferred to securely expose relevant documents through its existing customer portal, rather than allowing clients direct access into its document management environment. SpringCM allows PSI’s clients to pull requested PDF format documents from the SpringCM environment in real-time and access them through PSI’s customer portal.

“It was a very positive engagement. We discussed what we needed, SpringCM developed it, and now the integration speaks for itself,” reports Jackson. “People at SpringCM took the time to understand our process and validate the needs that flowed from it, not just repeat back to us.”

HIGH-SPEED DELIVERY VERIFICATION IMPROVES PRODUCTIVITY

Now as Proofs of Delivery arrive at PSI’s accounting department via fax or mail, the staff loads them onto the scanner, and uploads them to SpringCM — at rates as high as 4,000 per hour. The process, through SpringCM, has greatly improved the productivity of PSI’s customer service personnel in responding to requests from clients or vendors.

“It means that one full-time person can do it all, rather than five part-time people before,” says Ylitalo. In all, SpringCM has enabled PSI to cut the cost of POD handling processes, net of SpringCM fees, by 43 percent.”

GREATER SCALABILITY ENABLES RAPID BUSINESS GROWTH

The process improvements and cost reductions delivered by SpringCM have given PSI the scalability needed to expand its business. The company’s newly launched Last Mile service handles end delivery of bulk cargo ranging from flowers to refrigerators. Because many of these deliveries are time-critical, PODs play an important role in verifying that delivery guarantees have been met. In order to pay PSI, clients require signed PODs to be made visible within 24-48 hours or less.

“Before SpringCM, we would have been hard-pressed to get them what they need on an ongoing basis,” says Ylitalo. “The ability to get PODs into the system faster brings more credibility to our entire solution set,” says Jackson. “To be viable in this business area, you have to have this type of information available online.”

PSI’s enthusiasm is especially striking considering the company’s previous experience with document management. “Twice before, we tried to figure out how to do it ourselves and didn’t succeed,” says Ylitalo. “SpringCM really made believers out of people because of both the quality of the software and the convenience of the service. Instead of creating the wheel ourselves, we found a partner with their own ideas and solution who could make it happen and at the volume level we needed.”

BENEFITS

- Reduced the cost of Proof of Delivery (POD) processing by 43%
- Enabled PSI to grow revenue by expanding into new business areas quickly and easily
- Improved service levels for clients and vendors by offering self-service

IMPLEMENTATION HIGHLIGHTS

- Web portal integration enables access to documents in a central repository.
- Integration with a high-speed scanner and barcode reading multi-functional printer enables automated upload and indexing of up to 4,000 documents per hour.
- Success of SpringCM implementation led PSI to explore additional applications in its HR, Quality Control, and Legal departments.



ABOUT SPRINGCM

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM’s affordable, rapidly deployable solutions enable organizations of all kinds to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. SpringCM’s solutions are trusted by customers such as the Department of Energy, Comcast, and Siemens. SpringCM partners include salesforce.com, Microsoft, and Ricoh.com.

For more information, please email: sales@springcm.com or call 877.362.7273.

www.springcm.com

SpringCM is a trademark of SpringCM Corporation. All other marks are the property of their respective owners.