

Corporate Case Study

Imagine generating 20,000+ handwritten service orders each week from 1,400 retail outlets. Each order must be efficiently managed, tagged for immediate retrieval as needed, and archived for longterm storage.

That was business as usual for Digital Current's client, a large, St. Louis-based automotive services provider.

The client had been unhappy with its previous document management services and was in the process of designing an automated IT-based solution for its front-line estimators so all of its important data would be effectively managed and archived.

In the meantime, our client looked to Digital Current to keep everyone traveling together in the same direction, from the estimators who hand-write customer service orders to accounting and purchasing in the corporate office.

It took Digital Current only one month to design and implement a stopgap system. The client offices now forward all of their completed handwritten service orders to us, which we drive through a two-step management and archiving process.

First, we bulk scan and submit all of the invoices to Optical Character Recognition (OCR) technology to electronically translate the printed images into machine-searchable text. Our data entry staff then keys the critical handwritten information from each service order into its newly-created digital service record.

Digital Current now has everyone driving up to speed, with each service order tagged for immediate retrieval and long-term storage. Customers are efficiently served at intake points while company departments quickly have consistent access to important records. The whole company is now racing toward a successful finish, month after month.