

Universal Access to Information Streamlines Operations

Philadelphia Gear Saves Time and Money with DigitalPaper



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**—Motty Seal,
Information
Technology Director,
Philadelphia Gear**

Philadelphia Gear, a 100-year old manufacturing firm with 400 employees worldwide, is continually looking for ways to increase operational efficiency in its mission to provide customers with the lowest lifecycle cost for power transmission equipment. And with a new focus on providing after-market services for the 300,000 units in place at hundreds of thousands of client sites throughout the world, the company is more dedicated to superior customer service than ever before.

To best reach its goals, Philadelphia Gear's CEO issued a mandate to make all product drawings containing critical information for the sale or service of units available immediately upon approval by engineering. The organization has successfully met that directive by using the DigitalPaper solution from ePlus to transform 600,000 paper drawings and bills of material (BOMs) into scanned images that are easily accessible to all employees via a Web browser.

Redefining Processes – And Gaining a Competitive Advantage

Now, says Philadelphia Gear's IT Director Motty Seal, "We are experiencing significant time savings that result in faster after-market service to our customers—and this in turn leads to increased customer satisfaction and a competitive edge for our company. With the DigitalPaper solution, we can give our employees anywhere in the world instantaneous access to proprietary drawings—as well as to product information such as BOMs and serial log data—which has changed our business completely."

He continues, "We have two warehouses filled with drawings and product information dating back to the early 1900s. Before we implemented DigitalPaper, it would take engineers anywhere from one hour to two days to find one piece of information. Now it takes a couple of minutes, and engineers are free to focus on product research and development rather than on the mundane and time-consuming task of rummaging through reams of paper."

"The retrieval time that the DigitalPaper system gives us," explains Seal, "is critical for our business because all of the information is in one central location, and our employees are located all over the world. Now



correspondence with vendors or our shop can take place in a couple of seconds via e-mail. By the time we complete this project, we'll have half a million drawings and the associated product information necessary for sales and service in the DigitalPaper system."

Ongoing and Growing ROI

Considering the amount of paper the conversion to digital format will eliminate, Philadelphia Gear anticipates a substantial return on investment. Seal speculates that simplified access to information may save Philadelphia Gear as much as seven to 10 man-years of labor within the first 24 months.

"We are using DigitalPaper to scan only the information that's necessary for our business processes, which will make it even easier for employees to gain quick, Web-based access to exactly what they need—when they need it," Seal explains.

Additionally, says Seal, the success of the DigitalPaper system has led Philadelphia Gear to expand the scope of the original project. "At first, our plan was only to put all of our drawings online. But once we started the project and saw how well DigitalPaper was working, we decided to also digitize information from a company we acquired a few years ago—which amounts to 90 years of proprietary drawings and information."



Client Success Summary

Organization:
Philadelphia Gear

Industry:
Manufacturing

Solution:
DigitalPaper™

ROI:
Considerable manpower and time savings as well as storage/warehouse space and cost; productivity increases of 50-60%; reduction of costly mistakes

Improved Accuracy and Efficiency

The greatest benefit of ePlus DigitalPaper, Seal observes, is improved accessibility to information. "By making the necessary information readily available, we are achieving both manpower savings and time savings. And the system helps us ensure the accuracy of data. Employees can find the information they need rather than speculating, which reduces errors. And in our business, even a small mistake can cost \$200,000."

In addition to providing benefits for the engineering team, DigitalPaper is helping the company's sales force increase productivity by speeding quotes and response time to prospects.

Quick Implementation and Simplicity of Use

Philadelphia Gear selected the DigitalPaper solution since it was in line with the company's requirement to streamline access to information—but also because it was superior to other products in terms of implementation time and ease of use. "We were able to get DigitalPaper up and running in a matter of weeks, which was far shorter than what other products require. On the organizational side, it's very easy to use. The combination of DigitalPaper's rapid implementation cycle and simplicity of use has enabled Philadelphia Gear to become more productive more quickly."

For information on how ePlus can help your organization realize significant savings, contact us at 1-888-482-1122 or visit us on the Web at www.eplus.com.

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