

# Immediate, Enterprise-Wide Document Access

## Digitizing Documents Speeds Nissan's Product Design



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*—James Tgiros,  
Supervisor of  
Operation Systems,  
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Development*

### A Solution Orientation

Reducing vehicle development time is a relentless driver for Nissan Research and Development of Michigan, requiring quick communication of design changes to manufacturing personnel in Tennessee and Mexico. Traditionally, the Michigan Nissan facility has either mailed final engineering documents or sent them electronically for printing and physical storage at the manufacturing plants. But the time wasted during document transport—typically more than a week for the Mexico facility—gave rise to concerns over how quickly the remote facilities were actually putting the new documents to use.

Meanwhile, employees within the Michigan facility also required access to completed engineering drawings. For them, that involved limited access through an enterprise information system or, more often, obtaining the drawings from the facility's document control room via an e-mail, phone, or walk-in request. Document control personnel would then have to determine in which format the information resided—paper, film, or electronic—and then produce a print or copy. Not a particularly speedy process, especially given the goal of reducing design time.

Nissan's file room had serious limits. James Tgiros, Supervisor of Operating Systems at Nissan Research and Development, explains, "If a document was ever misfiled, it was almost impossible to find. Even if the document was in the corporate computer system, only a few could view it due to the prohibitive cost of workstations and the high level of training required." Although microfilm viewers throughout the facility reduced the distance users had to travel to acquire a drawing, the source library required constant maintenance to keep it up to date.

### Desktop Access in No Time

Clearly, Nissan needed a system that would provide universal document access. But it had to fit in the existing budget for new workstations. Fortunately, DigitalPaper XE® from ePlus® enables anyone with a Web browser to access digitized documents right from the desktop—a solution that was met with overwhelming acceptance.



"Things were suggested that we never even considered," says Tgiros. "I could see the team understood our business. With the DigitalPaper solution, we could satisfy all 500 users in our facility."

And unlike other systems, which could have taken months or years to implement, the DigitalPaper solution was operational within days. ePlus staff assessed Nissan's environment and developed an interface between DigitalPaper XE and Nissan's existing document control system, allowing the system to retrieve documents from the application's repositories without requiring any changes to Nissan's current environment.



## A Quick and Painless Implementation

Once the system was up, Tgiros notified the manager of the design group that the system was available for testing. Expecting to have only a few users on the system the next day, he was surprised to discover widespread use of DigitalPaper XE. "Within days we had 50 to 60 people using the system," Tgiros remarks. "People would find the URL and just start using the DigitalPaper solution. It was that easy to learn and use."

Because it's so easy, word and use of DigitalPaper XE spread prolifically. "We got such a 'buzz' for the DigitalPaper solution going in just a few days," recalls Tgiros. "In less than a week, we went into the directors' meeting and demonstrated it. They liked it, and I was able to get them on the bandwagon."

## The Bottom Line: Faster Time to Market

Now, users can view large format documents with minimal impact. Engineers print out released documents locally, instead of walking to the document control room to make a print request. Access to documents is around the clock, instead of limited to the standard business hours of the print room.

Additionally, the e-mail link in DigitalPaper XE lets workers exchange saved print sets without leaving their desks. The simple process has all but eliminated incorrect print runs and dramatically shortened the time between the request and delivery of prints.

DigitalPaper XE also cuts and pastes all or portions of a drawing to the Windows Clipboard so users can easily insert the information into Microsoft Word for creating change orders and other correspondence. "Before, designers were physically cutting and pasting with scissors and glue," recalls Tgiros. "This might seem backwards, but until we implemented the DigitalPaper solution it was the most cost-effective solution we had found." Now the time and effort to produce product documentation is significantly less.

**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/digitalpaper](http://www.eplus.com/digitalpaper).**

## Client Success Summary

*Organization:*  
Nissan Research  
and Development

*Industry:*  
Automotive  
Manufacturing

*Solution:*  
DigitalPaper XE

*ROI:*  
Faster and  
improved product  
design, quicker  
time to market,  
significant efficiency  
improvements

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