



## **The client**

Infonic is a UK-based company that develops document management, enterprise content management, text analysis and SharePoint replication software. CDS Global was commissioned to work in partnership with Infonic on an ongoing sales invoice processing project for Infonic's client, a large UK dairy food company.

## **The pain point**

Infonic was looking for a partner who could effectively process their client's invoices, creating electronic documents to load into their document management system whilst also despatching branded hard copies of the invoices to the intended recipients.

Infonic had previously worked on this project with another partner but encountered operational issues requiring frequent manual intervention. The initial invoice printing project had begun in November 2008, and four months later only 10 of the client's depots were in a position to go live with the new system. Invoices were taking on average 36 hours for the whole process.

## **The solution**

CDS Global reviewed the existing process and implemented a number of improvements. The client now sends their invoices as electronic files directly to CDS Global's processing facility overnight, ensuring that the files are available for processing the next business day.

Once the data has been received, CDS Global creates an electronic PDF file of each invoice for easy onscreen recall, at the same time also creating an XML file for accurate indexing of each document. These files are then uploaded to Infonic's document management system, enabling the client to quickly and simply search and view sent invoices. CDS Global also sends a branded hard copy of the invoice on behalf of the client, ensuring they are printed, posted and despatched the same day that the data file is received.

## **The result**

Using CDS Global's expertise, all 150 of the client's depots were live within a three week period. CDS Global now process 7,000-8,000 invoices per week for

the end user, which are processed and despatched 24 hours quicker than the previous supplier.

“The team at CDS Global have been truly amazing. The speed at which they have turned things around, attention to detail and responsiveness are a breath of fresh air,” comments Tim Cowell, product director at Infonic. “We look forward to working with CDS Global on many more projects.”

### **The bottom line**

CDS Global can transform your document scanning procedures, enabling your business or your clients' business to be more effective and timely.

<http://www.cds-global.com/resources/casestudies/infonic.html>

