



CASE STUDY

Count on us:

MOS COMMITMENT TO CONTINUOUS IMPROVEMENT

MOS - ACCOUNTS PAYABLE

With the implementation of SmartSearch in Accounts Payable (A/P), Michigan Office Solutions (MOS) has saved 21.5 hours per week! This translates to increased productivity of 31% in the A/P department!

The Customer

MOS offers a full range of workflow optimization tools that help organizations accelerate their business with a custom-blended, streamlined solution created to fit their unique business requirements. We run our business with a streamlined approach to productivity and efficiency; operating with LEAN practices and helping our customers do the same. The concept of improving results and performance on a continual basis is universally hailed as a great idea. Doing it is another matter. With continuous LEAN process improvement, our goal is to help you create a culture of efficiency.



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The Challenge

On average, MOS managed 500 invoices per week, requiring manual delivery, processing and approval. Each invoice required up to an additional five documents to be matched with appropriate approvals, purchase orders and required paperwork. This created multiple invoices or rework and duplicates within the current paper system. Often times invoices were present without the purchase orders or approvals or vice versa. This in turn caused time wasted searching for documents and processing duplicate information.

The Solution

MOS implemented an electronic invoice approval system solution through SmartSearch. The invoices are electronically saved and signed by all parties. This is targeted to save time, reduce rework and eliminate the unnecessary documents that are printed for each invoice.

The Results

MOS now has a scalable solution for managing and distributing business documents and invoices with security, compliance, and speed. This solution has reduced overhead costs for MOS by eliminating the need to print paper invoices and has increased productivity for employees with the ease of electronic approvals and digital storage. This process has reduced paper consumption by 48,500 sheets of paper saving 5.8 trees each quarter! MOS can easily manage the SmartSearch solution to adjust document routing automation and electronic approvals.

WHAT THEY'RE SAYING:

"We were getting lost in paper! With SmartSearch, we have increased employee productivity by 31% while reducing costs associated with paper and printing. We have significantly reduced rework and duplicates while improving employee morale."

-Claire McFadden, Director of Finance

Michigan Office Solutions



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