

# Barcode brilliance

comes to Syntess Software thanks to Nuance

## Challenge

- To simplify the process for accurately capturing, routing and storing incoming invoices
- To reduce manually-introduced errors
- To free up staff from admin duties to conduct more useful tasks that benefit the business

## Strategy

- To deploy Nuance eCopy ShareScan
- To deploy Nuance eCopy Barcode Recognition Service
- Both integrated with existing Multifunction Printer

## Results

- Capture of invoices now made easier and faster
- Accurate filing of invoices simplified thanks to barcode recognition technology
- Broader deployment of Nuance's solutions across the company is being considered

In today's fast-paced workplace, operational efficiency is essential in order to remain responsive and competitive. Helping to keep Syntess Software – a leading vendor of Enterprise Resource Planning software for the construction and nautical industries - ahead of both its game and its competition, is Nuance eCopy ShareScan and Nuance eCopy Barcode Recognition Service. Together, the two leading solutions ensure that The Netherland-based company is dramatically simplifying its process for capturing and storing inbound invoices.

### Bringing productivity to document capture

Hans van Grondel, manager of financial control at Syntess Software, explains the former challenge:

*"Before, we had to manually scan incoming invoices. They were then placed on the hard drive. We then had to take the combined scanned invoices to the accounts system, to connect and label them for filing."*

Not only was this process complex, it invited errors, which themselves took time to correct. Given that the company receives approximately 2,000 invoices a year, this resulted in a lot of scanning; Hans estimates it took a member of staff a day a week work to conduct this task. Recognising that this wasn't an efficient process or a good use of time, Hans constructed a solid business case for introducing a solution that could automate the task, would be error free and allow the member of staff to be deployed on more productive and useful tasks.

### Driving more value out of existing investments

Following the subsequent agreement of his colleagues, Hans explained that he then had a discussion about his challenge with the authorised reseller that supplied the company's Multifunction Printers (MFPs).

*"We discussed the issue with the reseller, taking their advice on the best way to optimise this process. It was logical for us to research and consider the solution that it recommended."*

In this case, the reseller proposed a combination of Nuance eCopy ShareScan and Nuance eCopy Barcode Recognition Service, working alongside its existing MFP. Nuance eCopy ShareScan has been designed to provide secure, cost effective document capture and OCR for businesses. It ensures that companies can get the most out of their copier investment. It provides all users with easy and secure access to the productivity-boosting benefits of a scanning and OCR solution. ShareScan consolidates

the management of integrated MFP scanning and OCR workflows across a fleet of devices. It ensures that everyone can scan documents and email them and send them to their personal computers or network folders — right from the panel of the MFP, for added convenience. Meanwhile, Nuance eCopy Barcode Recognition Service helps increase productivity and reduce costs by automating routine tasks associated with scanning documents. Recognising that scanning paper documents into electronic files often — as was the case at Syntess Software — involves multiple, labour-intensive tasks, that are time consuming and error prone, the solution helps to automate routine tasks by naming, batching, splitting, filing and indexing scanned documents based on barcodes contained in the documents.

**Performance, accuracy and productivity all in one place**

For Hans, it was an investment worth making, as he explains:

*“Scanning and filing invoices with their respective barcodes is now so much easier. We can scan all the invoices in one batch and ShareScan recognises the barcode and creates a file name. It then puts the invoice in the right filemap or hotfolder. The ERP system then recognises the filename that’s been created and places the invoices in the right place in the ERP software.”*

He added that the deployment of Nuance eCopy ShareScan and Nuance eCopy Barcode Recognition Service has resulted in a fully automated workflow. Hans has witnessed the benefit of using the intelligence of barcodes to perform a batch process, which has helped eliminate scanner bottlenecks thanks to the automated splitting and naming of files. As all files are handled without user intervention, a simple user experience and consistent results are assured. Thanks to these solutions, a considerable amount of time is saved, too. Hans estimates time and cost savings of 10%, thanks to the vastly improved workflow delivered by the combined solution. He is impressed with its ease of use, as he explains.

*“Training took five minutes and it works really easily.”*

In day to day use, Hans stated that there are several qualities that stand out about the solution.

*“The speed, performance and the accuracy are all very impressive. I have to say that the image quality is superb too. It also gives us peace of mind, as there is less chance of errors being made. There’s no need to always double-check the invoices, because of the accuracy.”*

Given its performance to date, Hans is already considering extending the role Nuance solutions play at Syntess Software, and which other parts of the business would benefit from using them.

*“I’d happily recommend it, not just internally, but externally, too,”* he enthused.

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