Customer **Story**

eReplacementParts

naviant™

eReplacementParts Streamlines Processes with ABBYY FlexiCapture

OBJECTIVES

+ Save Money in Invoice Processing
+ Streamlined Error Resolution
+ Increase Processing Accuracy
+ Accelerate Invoice Processing

RESULTS

+ Reduced Labor Cost
+ Saved Time in Invoice Processing
+ Increased Accuracy
+ No Need for Employees to have Developer Backgrounds
+ System's Ability to Learn and Constantly Improve Over Time

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Sometimes all you need is a simple, streamlined, high-quality product that works – but without all the bells and whistles.

About

eReplacementParts is located in Midvale, UT, and is dedicated to providing its customers with a single centralized location from which they can order all the parts that they need to fix their broken products.

The Client's Challenge: Invoices, Everywhere

eReplacementParts.com has been committed to the simple mission of helping its customers "fix things" for over 16 years, but as their company grew in size and offerings, they faced challenges of their own. Since its original website launched in 2004 and orders quickly began rolling in, eReplacementparts.com has faced overwhelming volumes of paper. These papers came from both vendors and customers alike. As the volume of incoming invoices continually grew, sorting and directing them was a time-consuming chore for the eReplacementParts team.

Thankfully, the company found a scanning solution for their invoices that helped them to automate much of the manually intensive processes. Unfortunately, it was a less than ideal solution, and although some employees were frustrated with it, the solution was deemed "good enough" for a period of time.

It didn't take long for eReplacementParts.com to fully outgrow this solution until it was no longer "good enough." Out of the blue, the company that had provided this scanning solution informed the eReplacementParts team that

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the current version of their solution would no longer be supported. And even worse, unless they upgraded, the entire solution would be disabled. But there was one silver lining: If the upgrade took place, many of the things that had been "good enough" might be much better - or so it seemed.

But the provider couldn't confirm that these improvements would actually occur, or that the hundreds of custom templates eReplacementParts built for their solution would continue to function if they upgraded. The provider couldn't even give them an accurate pricing estimate for the upgrade. For the team at eReplacementParts, the prospects of pursuing this upgrade seemed too risky and uncertain. If the scanning and sorting solution would have to be built from the ground up, why not look at other possibilities? It was time to go back to the drawing board.

More than Just "Good Enough"

eReplacementParts.com decided to team up with Naviant, who suggested they implement a solution called ABBYY FlexiCapture. ABBYY FlexiCapture is an Intelligent Document Capture platform from ABBYY that helps organizations enhance their processing efficiency while lowering the risks, errors, and costs that are otherwise associated.

The initial ABBYY FlexiCapture demonstrations from Naviant indicated that many of the previously tolerated pain points could be relieved. For example, the previous scanner would flag an entire document for a single error that would take a half-hour to rectify. That lost time added up over time. On the other hand, the FlexiCapture solution would only pinpoint the single error, allowing team members to amend the change in a few minutes on the fly. It became clear early on that this solution was far better than just "good enough."

Efficiency and More

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Previously, if the system found an error, the request went into the queue for a programmer to resolve. That also meant each invoice of the same type would be flagged and pushed back until it was fixed. In contrast, the ABBYY solution is simple enough that the operator can initiate the fix on the fly. And at the same time, the workflow can continue in minutes rather than waiting days. This improvement meant significant time savings for the organization. And

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to top it all off, eReplacementParts can enjoy the benefits of FlexiCapture's ability to learn and constantly improve for better results over time.

Although the eReplacementParts team only recently implemented their FlexiCapture solution from Naviant, the future looks promising with the efficiencies and savings. The mind-numbing and exhausting process of "good enough" is now much better and continually improving.

Key Benefits

+ Ability to eliminate bottlenecks by automating data capture to accelerate processing

+ No need for employees to have coding or programming backgrounds

+ Reducing the presence of human error in processing

+ Time and money savings

WHO WE ARE

Naviant helps customers reimagine work and harness intelligence to deliver exceptional outcomes.