



Automation of processes helps save DocuServe time and builds customer loyalty

In a snapshot:

Client:

DocuServe, Inc.

Business Issue:

Automate the entire registration process for APC's warranty kits.

SolveIT's Solution:

XML-based application
CustomView™ eIntegrate Module

Business Result:

Cut lead times by half, achieved a 100% error-free transaction.

Company Background

DocuServe, Inc. was founded in Marlborough, MA in 1994. It has been a trusted documentation partner with several clients and has helped customers achieve improved efficiency, shortened lead times, and significant cost savings due to its Just in Time manufacturing philosophy.

Business Issue

One of DocuServe's biggest clients is American Power Conversion (APC), which provides protection against data losses. APC sells warranty kits for its back-up products and uses DocuServe as its partner in generating, encrypting, printing and labeling bar codes and shipping the warranty kits to APC's customers. DocuServe didn't have an automated system to streamline the process and had to manually generate registration keys for each of the warranty kits. This led to the following issues:

- Using up resources to generate registration numbers for the kits and encrypting them and tracking them.
- Ability to search particular orders or track other details were time consuming and often failed to capture all the orders that were sent by APC.

Other Challenges Faced:

- Wanted a solution that could generate random registration keys for fulfilling Service Level Agreements (SLA).
- Inability to quickly turnaround queries from APC.
- Encryption wasn't 100% error-free.

SolveIT's Solution:

- Implemented CustomView™ eIntegrate module to help APC and DocuServe automate the process using web services.
- Designed a dynamic web solution that offered sign-up access and ability to generate random registration numbers.
- Devised an XML application that ensured seamless flow of information between APC and DocuServe.

Business Results:

- A fully automated process brought down lead times drastically.
- Ability to generate reports and search particular registration information in mere minutes.
- A fully secure encryption model ensuring 100% error free transaction.
- Improved customer service and achieved better management of orders.

If you wish SolveIT could help you in anyway build business results, Visit us (www.solveitcorp.com).

“On a scale of 1-10, I would rate SolveIT’s automation solution implemented for us a nine, and a perfect 10 for what I expected from SolveIT. I would also give them a nine for satisfying DocuServe’s needs.” – Sylvester Campagna, COO,