

Client Success Story

Wood Manufacturer Embraces Back-Office Automation through Intelligent Document Processing

Client Profile

FEATURED CLIENT

MJB Wood Group

WEBSITE

mjbwood.com

INDUSTRY

Manufacturing

MJB Wood Group supplies a diverse line of wood products to the building products industry. The company serves customers throughout the United States, Canada, Mexico, China, and South America. MJB Wood Group is based in Dallas, Texas.

“We had to find a better solution for managing essential documents. We wanted to streamline key processes, such as AP payments, eliminate the need to store boxes of paper, and provide electronic indexing and visibility to documents across the business.”

– Rama Sundaram, Director of Technology

MJB Wood Group was looking for a better way to process essential business documents such as payroll requests, payments to vendors, and legal documents. It deployed KnowledgeLake to create an efficient, fast system for document management, which includes integration with a portal for sharing documents outside the company’s network.

BUSINESS NEEDS

Since MJB Wood opened in 1975 as a local wood-products supplier, it has grown into a major distributor with 200 employees, 13 sales offices, a large manufacturing facility, and hundreds of partners.

Manually processing vital transactional documents had become too challenging and time-consuming and was impacting business performance.

“The sheer volume of paper we dealt with was affecting essential business processes, such as accounts payable, payroll, and legal,” says Rama Sundaram, Director of Technology at MJB.

"We had to find a better solution for managing essential documents. We wanted to streamline key processes, such as AP payments, eliminate the need to store boxes of paper, and provide electronic indexing and visibility to documents for any employee working in any line of business application across the business."

SOLUTION

MJB wanted a solution that would integrate with Microsoft SharePoint, which the company had recently deployed.

MJB Wood decided to implement KnowledgeLake's Intelligent Document Processing solution for intelligent capture and automatic classification of transactional business documents. KnowledgeLake's easy integration with Microsoft SharePoint meant that every key department at MJB Wood was able to seamlessly store their transactional documents in SharePoint once they were processed.

"We initially considered using the Documentum solution but decided that the cost and complexity was overkill for our needs," says Sundaram. "Since we had already installed SharePoint, we felt that KnowledgeLake would not only deliver the functionality we wanted but also integrate seamlessly with our SharePoint investment."

The initial KnowledgeLake deployment went smoothly and took about three months to roll out to several departments, including accounting, production, payroll, finance,

and legal. MJB received assistance from KnowledgeLake with "training the trainer" so that select MJB staff members could quickly train other employees.

The intelligent document processing system intelligently captures and digitizes documents, extracting relevant data and classifying it.

BENEFITS

KnowledgeLake has helped dramatically streamline business processes at MJB. Staff can find documents instantly, there is far less handling of paper, and the company can now more easily share selected documents with partners through a secure portal.

Convenient Access to Documents

KnowledgeLake has helped MJB dramatically reduce the time it takes for employees to find information.

"In the past, an employee would spend valuable time hunting through boxes to find one document," says Sundaram. "With KnowledgeLake, documents are stored in one location so we can search for and retrieve a specific document in just a few moments. It allows us to be much more productive since we have easy access to the information we need to make business decisions."

Fewer Manual Processes

KnowledgeLake has allowed MJB to cut down on time and money spent handling and storing paper documents.

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– Rama Sundaram, Director of Technology

The digitization of documents also has allowed the company to reallocate office real estate once used for file storage for other business activities.

Faster Vendor Payments

MJB does business with dozens of external partners. Manually paying them was slow and inefficient.

“With KnowledgeLake, we have digitized documents that can be easily and securely shared through other solutions, such as our accounts payable electronic payment system, for vendor payments. This streamlines key business processes and frees up employees for other tasks.”



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