



Case Study Facts:

DIGITECH RESELLER:
Document Options Ltd.

PROBLEM: Needed to fill the automation gap in their product suite in order to meet customer demand in the UK beyond paper scanning.

SOLUTION:
PaperVision® Enterprise

PaperVision® Enterprise WorkFlow

PaperVision® Capture

PaperFlow™

RECOGNISED

BENEFIT: Became the forefront of the business automation movement in the UK, with the ability to customise offers for any industry department need.

Taking on Automation: Looking Towards the Future of Solving Business Problems

When Document Options Ltd became a Digitech Systems reseller in the UK, their initial goal was to boost their scanner service bureau. After seeing how customisable the PaperVision software was internally, they knew their customers would appreciate the benefits as well, so their business started to grow into a company that provided business process automation solutions.

Business Goal

Document Options Ltd. began as a scanner service bureau, which developed into a cloud service that offered digital storage with a more customer-based focus. As business needs in the UK started to turn to GDPR compliance and smarter Enterprise Content Management (ECM), Colin Thornback, Account Manager for Document Options Ltd., saw the benefits of deploying a document management system. When Colin started looking for new business opportunities, he knew scanning and paper were not going to be the main part of their business anymore. In order to stand out in the market, Document Options Ltd needed to fill the gap in their offer that could implement solutions for business processes, such as a suite that would capture images and allow customers to process those images digitally through workflows. He looked for opportunities in Business Process Automation (BPA), and found answers in the PaperVision® product suite.

Digitech Systems Solution

Document Options Ltd. took advantage of the Digitech Systems reseller partnership, and Colin was thrilled to add PaperVision Enterprise as his main on-premise ECM framework. Coupled with their existing cloud service, their offer expanded to include PaperVision Enterprise WorkFlow to send customer documents through review or approval processes, and PaperFlow™ and PaperVision® Capture to offer capture services that can be scaled to fit different sized clients and their respective department needs. Colin is also now considering PaperVision® Forms Magic Technology to add intelligent automation in order to advance their classification capabilities. Currently, Document Options Ltd has customised the security and permissions on their PaperVision products to provide business process solutions for any unique workflow. Even though they have added Digitech Systems products to their existing cloud service, PaperVision remains their offer framework. "We're now a one-stop-shop offering all the solutions right from the start," Colin said. "We can take any document and process it in any way the customer wants—through workflows, to other worksteps, and then to other line of business applications. Basically, we can streamline anything!"

Key Benefits

- Consistent 5% increase in sales every year, with a 40% increase in the last couple years
- Implementation times reduced from multiple weeks to just half a business day
- GDPR compliance for UK companies looking for highly accurate and secure business process automation



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Business Value to Document Options Ltd

Partnering with Digitech Systems has transformed Document Options Ltd into business automation experts. Colin explains, “We take on scanning customers, of course, but we can also focus beyond that.” He also noted that automation is a hot topic in the UK right now, and there are many companies who have fallen behind because they’re only focusing on scanning, and not growing with automation. “Thanks to PaperVision, we are the ones at the forefront of the movement of automation in the UK,” Colin said.

Currently, 90% of their customers have PaperVision Enterprise. “Customers have become more ‘sticky’ to us, because business process automation capabilities in PaperVision products allow us to help them push documents further—really getting into the workflow foundation so the document stays digital and is more functional through a process.” Because of their adaptable product suite as a Digitech Systems reseller, Colin and his team are able to retain and stabilise customers for the long run as business automation grows. GDPR compliance also adds to this growth because companies in the UK have realised they have to manage their information with more security to stay compliant with regulations. Colin explained, “The GDPR has expanded the need for digitisation and pushed more companies towards business process automation solutions. With PaperVision products, we are able to meet this demand, and grow our business.”

The major value that PaperVision brought Document Options Ltd is that they can maintain a general industry focus. “We can solve any business problem, so we don’t have to limit our clientele opportunities,” Colin said. Although they have a general industry focus, Colin said they can target specific departments. For example, Human Resources (HR) department processes, from recruitment, to hiring, to benefits management, can be streamlined uniquely for each client. PaperVision allows them to scan and save all HR records in PaperVision Enterprise, and set certain permissions on each record and its workflow. “We were able to set a complex matrix for a large transport company so they could streamline their HR processes without changing their complex compensation program,” Colin said. “Once we know how to customise a process for our customers, implementation is very quick,” Colin said. Before PaperVision, implementations could take a few weeks, but now installation takes as little as half a day!

Since the PaperVision product suite can be integrated with any existing system, application, or workflow, offering integrations with line-of-business solutions is easy and increases business. “Once we’re installing PaperVision products for a customer, we can look for other updates to their processes (that aren’t as easy for the client to identify firsthand) and then try to suggest more solutions to maximise their department capabilities,” Colin explained. This has attracted more attention over the years and grown Document Options Ltd’s customer base. Their PaperVision customers grow 5% every year consistently, and Colin confirmed that over the last couple years, there has been a 40% increase of PaperVision sales.

Conclusion

“We have been partners with Digitech Systems for so long because of their expertise, and how their PaperVision product suite allows us to grow with the times,” Colin concluded. Their team has been benefiting from PaperVision internally, and now their customers are seeing the same benefits to their own business growth. Looking forward, Colin is ready to embrace more PaperVision products to maintain their superior offerings.

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