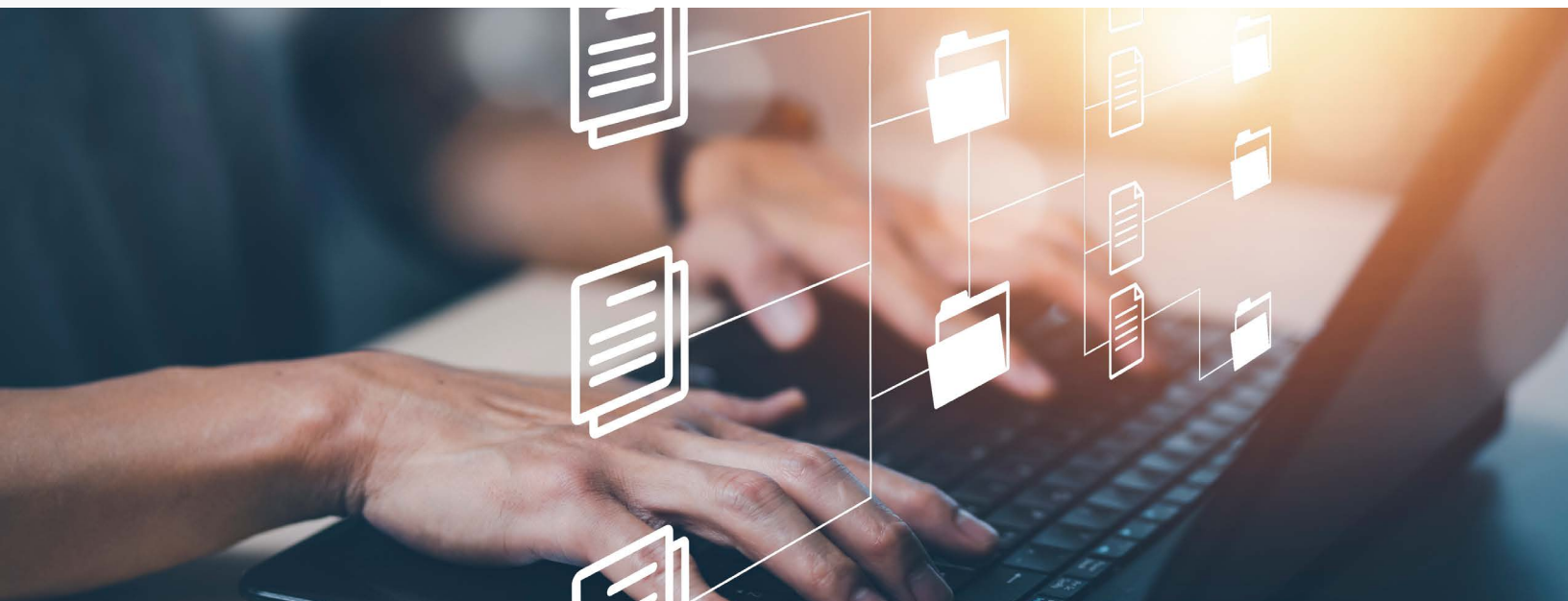**DIGITECH SYSTEMS**

1,679%
revenue growth since becoming a reseller

375%
increase in customer base

1.1 million
pages scanned per year using artificial intelligence

DocuDriven
Optimize Your Business

Flexibility and Integration Key to Process Automation Success for DocuDriven

Case Study Summary:

Challenge:

Identify a trusted vendor whose products created flexibility to meet a wide variety of customer needs

Solution:

The complete Digitech Systems intelligent information management product suite

Results:

Grew business 1,679% and is poised for continued success

In 2015, Bruce Randall purchased a document management business because he recognized that continued market growth created a significant opportunity. With a background in software but not document management, Bruce needed to ensure vendor relationships included easy-to-use technologies that would help his business meet many customer needs.

Since becoming a Digitech Systems value-added reseller (VAR), DocuDriven has expanded into new markets, added divisions, and grown both their customer base and revenue. "Our customers are very happy with DocuDriven and the Digitech Systems products," explained Bruce.

Bruce Randall, Co-Owner & CEO

Business Goal:

Shortly after starting DocuDriven, Bruce realized that he couldn't rely on the prior company's customers or marketplace to reach all of his business goals. He also recognized that while the document management industry was growing, it was also shifting from digitization-only to business process automation goals enabled by electronic business records. He needed to ensure his product lineup could handle the change for their customers.

As part of reviewing existing software partners, he made a trip to Digitech Systems' corporate headquarters in Denver, CO and participated in the company's annual reseller conference Digitech Systems University (DSU). He wanted to ensure that the partnership gave him an outstanding product lineup and also offered the chance to work with trustworthy people who were as invested in his businesses success as he is.

The Digitech Systems Solution

"The decision to come out to Denver really cemented the deal for me!" Bruce exclaimed. "In my career, I'd worked with a lot of other software companies so I knew what to look for in a partner." He was also impressed by what other resellers at DSU had to say about working with the company. "Everyone I spoke with said Digitech Systems was great so I realized this would be a good company to work with." Bruce realized he needed additional technical expertise and Daniel Grove became his business partner in 2016 and is now President of DocuDriven. The two set about building the process automation business Bruce had envisioned using Digitech Systems product suite as their foundation.

They chose PaperVision® Capture as the backbone of their scanning bureau, which processes 1.1 million pages per year for customers. PaperVision Capture enables companies like DocuDriven to customize their scanning processes and to provide scanning from multiple operators and locations. With Capture, they also implemented PaperVision® Forms Magic™, which is an artificial intelligence-enabled processing engine that automatically classifies documents based by type and extracts the important data from them to populate index values and create a data-base of information to send to integrated applications—virtually eliminating manual data entry for both DocuDriven and their

Most customers choose ImageSilo® or PaperVision®.com to manage their data in the cloud, though DocuDriven will also implement on-premise systems should the customer choose. Regardless of where information is managed, the fully integrated eforms and workflow capabilities allow DocuDriven to minimize paper-based documents and automate information flow through virtually any business process for their customers.

Daniel explains that the flexibility of the entire product suite has been instrumental to closing more deals and for DocuDriven's ability to get real results for customers. "We really love the flexibility of the Digitech Systems product suite. We can configure products to meet our clients' unique needs. Plus we can get help with specific programming needs (through professional services). The products can handle any request the customer has for customization or integration."

Business Value to DocuDriven

As a reseller, DocuDriven has built a trusted document management business supporting customers across the country. They have expanded their customer base by 375%, and added expertise for healthcare and accounts payable to their education industry base.

The use of PaperVision Capture and Forms Magic within their scanning service bureau streamlines their internal processes and speeds their ability to process jobs for clients. "The flexibility and power of these products lets us move scanning jobs into and through processes more quickly, and we have improved our ability to manage scanning processes as well," said Daniel. They also believe that the use of Digitech Systems technologies for their internal business processes improves their ability to understand how the products can solve problems for their customers. "Our use of the products helps us sell software as much as it builds our efficiencies and protects revenue."

Their library of common business process configurations gives them a place to start to solve unique challenges for their customers. "We can address any unique process that they have for their business, and rather than developing software from scratch, we use ImageSilo with eforms and workflow to provide a solution. It's become very clear that we can solve a lot of unique needs for many businesses and give them an affordable way to automate their businesses."

DocuDriven has expertise in automating invoice processes for accounts payable (AP) teams, including integrating Digitech Systems products with various accounting applications such as Sage Intaact and QuickBooks, as well as NorthScope ERP. AP customers, such as Prestige Care and Seafood Producers Cooperative, are saving thousands of dollars.

Over the years of partnership with Digitech Systems, DocuDriven has enjoyed revenue growth of 1,679%. Bruce explained, "There is a peace of mind knowing that most of our expenses are covered by recurring revenue—especially during broader economic challenges like COVID-19." He is excited about the future possibilities to continue to grow and evolve as information management needs of businesses continue to change.

"One of the best things about working with Digitech Systems is the flexibility. Their employees are flexible and easy to work with, and the products are flexible. This relationship expands our business by giving us more opportunity to meet more customer needs."

-Daniel Grove, President, DocuDriven

Conclusion

This is just the beginning of DocuDriven's success. As they continue to provide real value to customers through price-competitive scanning services and software implementations to automate business processes, and by deepening their AP expertise, both Bruce and Daniel feel confident in the future.

"Digitech Systems has established itself as a great company to work with. It's filled not only with good people but capable people as well, and they offer a solid product line that is growing. I've never looked back" said Bruce. Daniel added, "We're poised to get to the next level because we have configured automated processes in several areas and now we are experts to replicate them for new customers. Today, we're only in the middle of our success story."

"Our relationship with Digitech Systems provides the type of model we are striving for. The monthly recurring revenue has stabilized our cash flow and has helped many of our customers who also want to buy month-to-month."

-Bruce Randall, CEO, DocuDriven