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DOCULEX'S ARCHIVE STUDIO™
DELIVERS FOR LEADING manufacturing and distribution company

manufacturing

When Allied Wire and Cable's previous document management system crashed, they quickly realized that the system touted as having no limitations couldn't handle their company's growth. With the system failure affecting operations and threatening to hamper customer service—and no help or resolution in sight from their current document management company—Allied made the decision to switch to DocuLex's Archive Studio™.

Now, what started as a quick, economical solution to a business crisis has become an eye-opening experience to the capabilities of a superior content management solution, and a partnership that supports their growing company.

Problem: System crashed, service bombed.

Allied Wire and Cable is one of the largest, privately owned manufacturers and distributors of electrical wire and cable products in the United States. Processing and shipping millions of dollars of inventory a month requires a lot of paperwork behind the scenes. So, Allied relies on Paula Lamkins to help manage all the documentation and sales orders. And Paula relies on software to help make it all possible.

"For compliance reasons, many of our products have to have a certification of compliance. It's critical that we can document that it meets specifications. If we can't, it doesn't go out the door," says Paula. "So when our document management system failed, it became a major problem. And the fact that we couldn't get a response or solution from the vendor was an even bigger problem." Paula explains, "Our customers are our number one priority. So, we were doing everything we could—processing hundreds of orders by hand and scrambling to find paperwork amongst piles of file folders and boxes—to not let what was happening internally, affect our service. Obviously, at the time, we were not working with a company that felt the same way."

That's when Gene Evans, IT Director at Allied Wire and Cable, turned to DocuLex. "We needed a solution and needed it fast. I knew Archive Studio would be a great content management software, and DocuLex would be the service-oriented company we were looking for."

Solution: The 24-hour fix

DocuLex delivered. It only took one day to have Archive Studio up and running. Not only was installation fast, it was more cost effective. "It cost us less to switch to DocuLex's Archive Studio than it would have cost us to install the upgraded version of our old software," explains Paula.

Also, because of the ease of use and support the DocuLex team provided, Paula could roll out the new software throughout the company by herself, without the use of their IT resources. "I'm not an IT person, but with DocuLex's Archive Studio, I didn't have to be," said Paula. She easily trained the staff through a tutorial email, and was able to answer the few questions she received. When she does need help, it just takes a quick call to DocuLex's tech support. "I get a live person who knows me and my company. I don't have to enter a customer number or deal with a frustrating voicemail system. I'm on the phone with someone who is actually glad to help."

After such a bad experience from their prior vendor, a higher level of customer service would probably have been enough to make switching to DocuLex's Archive Studio worth the investment for Allied Wire and Cable. But, it's the customized features Archive Studio brings to their content management that makes the bottom-line difference.

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Results: Full speed ahead

With DocuLex's Archive Studio processing the paperwork to keep orders moving is more efficient, the compliance documents are more legible, and the system is more reliable.

Because the system is customized to read barcodes on sales orders, Allied no longer has to manually enter the lengthy sales order number. What used to take three days to accomplish is now finished in approximately two hours. That's 91 percent faster! "When we implemented the barcoding, it was as easy as DocuLex emailing me the template. In one day, they solved a problem that plagued us for years," said Paula. "And at no extra cost—it's just part of the support they provide."

Communication also flows a little easier at Allied. Unlike the previous system, which was dictated by user licenses, Archive Studio allows an unlimited amount of users the ability to search and access documents simultaneously. "Our email server used to be packed with messages asking coworkers to

log off of the system so others could access the information," said Paula. "Because of this, locating some documents would take about an hour. Now, it only takes 10 seconds."

Along with saving time and money, DocuLex's Archive Studio has the capability to handle the changing needs of a growing company—and that's makes a difference to Allied Wire and Cable, which is expanding into another region over the next year. Because Archive Studio's web search is browser based employees can access the information they need from multiple locations across the country. Paula says, "It's comforting to know we have the right software in place, and the support from a company that values customer service as much as we do, to grow with us."

DocuLex's Archive Studio was not just a quick solution to an immediate crisis; it has become a problem-free cure for the growing pains Allied Wire and Cable suffered at the hands of their antiquated document management system.

About the company

Allied Wire and Cable is one of the largest, privately owned manufacturers and distributors of electrical wire and cable products in the United States—and they're still growing. For more than 20 years, many of the largest industries in the country, from the government and military to aerospace, automotive and telecommunications companies, have come to rely on Allied for all their wire, cable, tubing and accessory needs.

For this family-owned and operated business, it's not just about being custom-cable experts with quality products; it's about customer service that exceeds expectations. That means building, certifying, shipping and delivering their products to thousands of partners all over the world—on time, every time.

A customer service nightmare

When Allied Wire and Cable's document management system crashed, they needed to fix the problem fast. But, all they could seem to get from their current document management company was the runaround. "It happened in November, so I like to call it the 'Nightmare before Christmas'," recalls Paula. "We waited for two months while we thought the problem was being fixed. Turns out, no one was even working on it. Not only was the software company not fixing our problem, they wouldn't return our phone calls either!"

Finally, the document management company did offer a resolution. "I was told their new software would be rolling out and it would take 30 to 45 days to install," exclaims Paula. "At that point, I couldn't wait any longer. We switched to DocuLex's Archive Studio and never looked back."



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