

Warren Paving



Electronic file cabinet provides greater control and saves hours each day

Benefits

- Saves hours each day by eliminating the need to manually file, sort, copy, find, and retrieve information
- Improves customer service with quick responses to customer requests
- Makes it easier and faster to comply with audit requirements and requests
- Eliminates need for paper storage facilities

Business overview

In operation for nearly half a century, Warren Paving annually produces over half a million tons of asphalt for heavy highway building, airport construction, and high tech site work construction. In 1991, the company installed a state-of-the-art asphalt plant on the south side of Hattiesburg, where the main facility and corporate offices are now located. In May of 1998, the company expanded yet again, opening a plant in Gulfport. Today the company employs 150 people. Innovative ideas such as paving at night are standard-setting ideas typical of Warren Paving.

Challenges

In a marketplace that, in terms of technology, is advancing faster every day, Warren Paving is on the cutting edge of progress with fresh ideas. However, until recently, the company still had many time-consuming manual processes that hindered efficiency, accuracy, and customer service.

Every day trucks come and go at the Hattiesburg plant and barges come and go at the Gulfport plant. Incoming vehicles carry tons of raw material that the company mixes together to create asphalt for paving roads and other projects. Outgoing vehicles carry asphalt to customer job sites. Each arriving or departing truck or barge driver presents a paper ticket that contains information such as the job number for that load, the amount of raw materials, and the driver's name and identification number. In the past, four copies of each ticket were manually sorted and filed by month, job, customer, and material. The accounting department would then enter the information contained in the sorted files into spreadsheets to calculate the amount to bill customers and keep up with the amount of raw materials used.

These manual accounting processes were tedious, time-consuming, and prone to human error. Tickets were occasionally misfiled. And if there were questions as to the amount of raw material received from a supplier or the amount of asphalt mix sent to a customer, additional time was required to dig up the original paper tickets and even then it was difficult to know whether human error had played a role.

Business profile

Warren Paving Inc.

Provider of asphalt, paving, and related services

Industry

Process manufacturing

Geographies

Hattiesburg and Gulfport, Mississippi

Business solution

Order management, AP invoicing, regulatory compliance

EMC Documentum products

ApplicationXtender

Deployment summary

System used by management, accounts payable, human resources, and operations to capture, store, and manage critical records

EMC partners

Advanced Business Systems

EMC Documentum solution

Warren Paving first considered purchasing an imaging system from its accounting system vendor to enable storing and viewing of invoices electronically. After reviewing a number of imaging solutions, however, the company selected the solution put forth by Advanced Business Systems (ABS), a Mississippi-based IT service provider specializing in document management solutions. ABS demonstrated that by using EMC Documentum ApplicationXtender®, the company could implement an enterprise-wide imaging and data capture solution that could transform not just its accounting operations but other operations as well.

In just one week, ABS developed and implemented a new system based on ApplicationXtender, a software solution that efficiently captures, stores, and manages critical documents and other content. ABS set up one scanner at each plant to scan tickets as well as a wide range of documents that help run the business. “The day after it was installed, we were up and running, scanning documents and accessing them from our computer screens, and saving time on all sorts of previously manual activities,” said David McKay, chief financial officer at Warren Paving.

Saving hours each day by replacing manual activities

Each day tickets are batch scanned into the system and then uploaded at night. In the morning, to index the ticketing information for easy retrieval, an accounts payable employee takes a few minutes to enter the previous day’s ticket numbers. With each ticket number entered, the system automatically populates the fields associated with it—job number, customer number, etc. Before using ApplicationXtender, the employee had to spend hours sorting and filing tickets and manually copying the information they contained. Now documents can be retrieved within seconds by searching on any number of different index criteria. For instance, even if a ticket number is input incorrectly, the ticket can still be called up on the screen by customer number, product number, Warren Paving job number, or customer job number.

“Not having to perform so many manual activities and deal with so much paper saves the company hours each day,” said McKay. “And now we can find information easily, on our desktops, without having to dig through file cabinets.”

Eliminating old-fashioned file cabinets

Warren Paving uses ApplicationXtender to capture, store, and manage critical business documents across the entire business, including customer invoices, purchase orders, accounts payable documents, personnel documents, equipment purchase and maintenance documents, sales tax bulletins, correspondence, and so on. The electronic images of any of these can be instantly viewed on the desktop with just a few mouse clicks.

“We’re literally doing away with file cabinets, thanks to ApplicationXtender,” said McKay. “It’s all online now, and easily accessed by anyone who needs it.” Today 20 people in the company use the system, including the management team, human resources, accounts payable, plant operations, project managers, and estimators.

“Thanks to EMC Documentum ApplicationXtender, we are saving hours each day and completely doing away with filing cabinets. We are so much better organized now and have increased efficiency in numerous areas across the company.”

David McKay, Chief Financial Officer

Facilitating compliance requests from auditors with Documentum

Being able to retrieve document images so easily also makes it much easier and faster for Warren Paving to comply with audit requests. “When auditors were in here recently, we were able to give them all the documents they wanted on CD-ROM,” said McKay. “We can also e-mail them information if they need it. With ApplicationXtender, we can pull up an image within seconds and e-mail it to whoever needs to see it.”

Providing faster responses to customer requests

Warren Paving customers benefit from the new system too. “Often customers request copies of information—for instance, copies of all their job tickets within a particular time frame,” explained McKay. “In the past, we had to spend time tracking down all the relevant documents and copying them and faxing or mailing them to the customer. Now we simply do a quick search in ApplicationXtender and attach the found documents to an e-mail.”

Summary

With ECM Documentum ApplicationXtender, Warren Paving has replaced manual activities across the company with an electronic filing system that provides greater control, improved efficiency, and tremendous time savings. The entire company is using it to save hours each day, while reaping other benefits such as improved customer service and easier compliance with state regulations and audits.

About Documentum software from EMC

Documentum software from EMC Corporation includes enterprise content management solutions that enable organizations to unite teams, content, and associated business processes. With a single platform, EMC Documentum software enables people to collaboratively create, manage, deliver, and archive the content that drives business operations, from documents and discussions to e-mail, Web pages, records, and rich media. With Documentum enterprise content management, organizations improve their competitive advantage by accelerating time to market, increasing customer satisfaction, and reducing operating costs. For more information, visit www.emc.com/documentum or call **800.607.9546** (outside the U.S.: +1.925.600.6754).

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Customer Profile
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