



KONICA MINOLTA



# Delivering timely multifunction device solutions with DocNet



For business owners Steve Leyten and Erik Poll, fast and efficient service delivery is what has made their business the success that it is today. They turned to Konica Minolta for solutions to keep their operations running smoothly.

Flash Logistics began in 1991 as a logistics operation with a single van and a mobile phone. In less than ten years, Steve and Erik grew their business to service over 65 manufacturing companies, offering warehousing, pick-up, packing and refrigerated road freight to all major supermarket chains throughout NSW. Flash Logistics now employs 22 full time staff and 12 drivers, providing a service that frequently betters the larger supermarkets' own warehouse delivery in speed and quality.

As the company expanded, one of the challenges it faced was managing the mounting administrative pressures of customer documentation requirements. For each delivery completed Proof of Delivery (POD) documents were mailed to clients at a cost of over \$600 per month.

*"As our operations grew, we found ourselves faced with an ever-increasing number of POD documents," says Steve. "Each month we were faced with the management of PODs for more than 12,000 invoices." Flash Logistics set out to find a solution to the tedious paperwork process that was crippling the potential growth of their business.*

After exploring several options, Flash Logistics introduced the DocNet software system from Konica Minolta in May 2008. DocNet is a web-based Document Management System which gives users access to information from anywhere at anytime. Integrated with Konica Minolta's multifunctional devices, it can be used as a high-speed document scanner which supports over 200 file types.

All POD documents and client invoices are now scanned in and clients are able to log in to the system online to view their full delivery history, providing them with greater access and visibility. This has not only saved Flash Logistics valuable time, but also significantly reduced the cost of mailings.

Commenting on the system, Steve says: "DocNet offers our clients round the clock access to their PODs which has hugely decreased our admin workload. It's also proved to be a great customer relationship tool as we can quickly and easily produce a comprehensive report for client visits. Our clients are now telling us they wish some of our competitors would get a system like this!"

As well as delivering efficiencies and happy clients, Konica Minolta tailored the software to suit Flash Logistics' unique needs. The log-on screen which the clients access is skinned with the Flash Logistics logo so that the solution appears as an in-house application.

Steve concludes: "When we were looking for a solution we considered a variety of other software providers but in our experience the pre-sales service was unreliable and the quotes uncompetitive. Our relationship with the Konica Minolta team is very good, and they go above and beyond to deliver.

"The system is now an essential part of our operations and has made managing our documentation a much easier task. Best of all, because the software is scalable, we won't need to invest further as our business grows."