



DataServ Manufacturing Case Study

Client: Liebert Corporation, www.liebert.com
Project: Accounts Payable Automation Project

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Wendy Ryan
AP Supervisor, Liebert

Executive Summary

Liebert outsourced the mailroom, scanning, hosting and management of its Accounts Payable documents to DataServ.

Business Challenge

Liebert, a premier manufacturer of power and environmental control systems, was struggling with the inefficiencies generated by a heavily paper-based AP process. Some of the company's specific challenges included misplaced paperwork, an inability to track price variances, a time-consuming short-pay process and inefficient processing of checks.

How DataServ Helped

DataServ leveraged its AP expertise to tailor our solution to Liebert's unique payables process. As a first step, several post office boxes were established to receive and separate incoming invoices, such as utility and phone bills. The mail was then prepped, scanned and auto-routed into different work queues based on the data contained on the documents. Additionally, using ERM technology, DataServ developed a pricing report that could be accessed by Liebert's buyers to ensure price quotes matched the outgoing payments. If there was a discrepancy, they would know immediately and would be able to rectify it. This allowed for continuity in the process.

Today, Liebert's people are able to access the images quickly and securely from multiple locations. On the back end, DataServ provides the hosting and management of the imaged documents. According to Maria Moore, document solutions consultant for DataServ, "Liebert challenged us to develop a highly sophisticated workflow process. They now have a system that not only leverages automation, but also allows their buyers and AP staff to work closely together to compare notes 'on the fly' and resolve exceptions early in the process."

A Lasting Solution

According to Wendy Ryan, AP Supervisor, "The improvements our department gained with DataServ were almost instantaneous. Many of our processes improved, including our short-pay and approval processes, which before were challenging and involved many people and a lot of time. Liebert is a worldwide corporation, and there are invoices that need approval from all over the country. Consolidating all invoices to be mailed to specific P.O. boxes in St. Louis allows the Accounts Payable staff to digitally route invoices for approval. What in the past took sometimes weeks, now takes only a few days. We can already see more ways for making the process more efficient. This program is wonderful to work with. Our expectations have been exceeded, and we look forward to many years with DataServ."

DataServ has many other Client success stories in the form of additional case studies and testimonials. A short phone call or quick email is all it takes to find out more. Call us today at 877-700-DATA (3282), email us at info@DataServ.us or visit us at www.DataServ.us to get started.

