

OCR FOR ANYDOC® KEEPS AMERICAN TIRE DISTRIBUTORS ROLLING WITH AUTOMATED DOCUMENT AND DATA CAPTURE

At A Glance



Industry

Manufacturing

Challenge

As the nation's largest tire, wheel and automotive equipment distributor, American Tire was growing quickly. And with remote locations storing paper accounts receivable invoices locally in back rooms, finding invoice and proof of delivery information was a painfully inefficient and occasionally fruitless task.

Solution

The company implemented OCR for AnyDoc from Tampa, FL-based AnyDoc Software, for automated document and data capture and auto-indexing. Hyland OnBase was installed for electronic storage and retrieval, eliminating the need to search through boxes of old forms.

Benefits

- American Tire gained the ability to scan more than 50,000 documents daily with just two employees.
- The company achieved ROI in only nine months by eliminating aged accounts receivables.
- Efficiency is spreading throughout the company as other departments begin to utilize OCR for AnyDoc for a large variety of forms.
- Customer service has been improved because now, users at any of the 300 remote locations can quickly access invoices and proofs of delivery via the Internet to resolve customer issues on the spot.

American Tire Distributors is a \$2 billion tire, wheel, automotive equipment and services company with 79 distribution centers nationwide. But with success and growth came a problem: Invoices and proofs of delivery were stored haphazardly at each center, creating headaches and delays when a particular document was needed.

AnyDoc Software's OCR for AnyDoc, the leading software for automated document and data capture, was the solution. Today, OCR for AnyDoc automatically captures data and images from 50,000 documents per day—with only two employees needed to scan pages and operate the system. Now, over 300 remote users have instant access to captured data which is stored electronically in American Tire's Hyland OnBase solution. When a customer at an American Tire distribution center has a question, answers are provided—fast.

Better productivity, better service and ROI in only nine months. With those kinds of results, American Tire is leaving competitors in the dust.

Challenge

Since 1935, American Tire Distributors has supported tire dealers, service centers and automotive performance shops with prompt and convenient delivery of automotive supplies and services. The company offers tires, custom wheels, service equipment, shop supplies and related services to help retailers succeed.

Based in Huntersville, N.C., American Tire is the nation's largest tire, wheel and automotive equipment distributor. The company has 79 distribution centers nationwide and annual revenues over \$2 billion.

"OCR for AnyDoc delivered ROI in only nine months by reducing our aged accounts receivables."

Prior to installing the company's first data capture and imaging system, each American Tire distribution center housed accounts receivable invoices locally. Across the country, invoices sat in dusty, poorly organized boxes. Finding specific proof of delivery documents and invoices was time consuming and difficult. "With the company growing as fast as it was ... it was not a good idea to have proofs of delivery just stacked in a warehouse when they could be needed at any given time," recalls Kathy Beaver, imaging manager at American Tire.

In 1999, American Tire purchased a company that was using an antiquated imaging system to capture and index proof of delivery receipts. But the system required six operators and often broke down—with replacement parts hard to find. With a need to automate and without a viable solution in-house, the company decided to forge a new direction. In automotive terms, the company's document processing had a flat.

Solution

American Tire enlisted the help of KeyMark, an image-processing specialist in Liberty, South Carolina, to evaluate several vendors and to design an appropriate solution that could be deployed expeditiously and economically. American Tire selected OCR for AnyDoc to extract and process document data, and Hyland Software's OnBase for storage and retrieval.

As documents are scanned, OCR for AnyDoc finds two fields for indexing—invoice number and company name. Next, OCR for AnyDoc automatically captures relevant data and creates the images and indices for the Hyland OnBase system. The front end capture and automated data collection solution filled a necessary time and cost savings need often felt in the front-end of workflow and imaging solutions.

“. . . With just two full-time employees, American Tire Distributors scans over 50,000 pages daily”...

Timely online access to documents has created far greater efficiency at American Tire's Distributors distribution centers, where users have nearly instant access to key customer data. Finding documents no longer requires rummaging through boxes of old forms.

“We have probably 300 remote users who think that OCR for AnyDoc and OnBase are wonderful because they don't have to waste time,” said Beaver. “Within a matter of seconds, they can have an invoice in front of them. When a customer is disputing (an invoice), the user can print it out and give it to him while he's there. They just think it's wonderful.”



“We have probably 300 remote users now who think that OCR for AnyDoc... (is) wonderful because they don't have to waste time. Within a matter of seconds, they can have an invoice in front of them.”

– **Kathy Beaver**

But American Tire didn't stop with invoices and proof of delivery. Today, with just two full-time employees, the company scans over 50,000 pages daily. The forms are as diverse as IRS W-9 forms, customer credit applications, accounts payable checks and more.

"...When a customer at an American Tire Distributors distribution center has a question, answers are provided—fast. . ."

"Since everyone found out about imaging, I'm swamped with requests," says Beaver. "Nearly every department has some form of imaging they send to us now." Beaver anticipates additional growth as other American Tire departments discover the convenience and efficiency of the OCR for AnyDoc solution. Clearly, by expanding the use of OCR for AnyDoc, American Tire is on the road to even greater cost savings and business productivity.

Benefits

» **Fast ROI**

Because faster invoice processing reduced aged receivables, OCR for AnyDoc delivered ROI in just nine months.

» **Easy access to document images and data**

Business now moves faster at American Tire. Document data is accessible sooner and can be viewed from any of the company's 79 distribution centers, improving efficiency. The days of rummaging through box after box to find documents are over.

» **Improved Customer Service**

If a customer has an issue, employees at American Tire distribution centers can instantly access processed invoices to get answers fast.

Partner Profile

KeyMark, Inc.

KeyMark Inc, is an award-winning document capture, management and workflow systems provider. Founded in 1996, Liberty, SC based KeyMark combines cutting-edge technology and innovative minds to create customized solutions that resolve today's business issues and anticipate tomorrow's challenges.

For more information,
visit www.keymarkinc.com.

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AnyDoc
SOFTWARE

Complete Line of Products

Since 1989, AnyDoc Software has met the document, data capture, and classification requirements of thousands of companies worldwide. Our products and solutions all operate from the ease-of-use, stability, and enhanced functionality obtained from years of experience and innovation.

Products

OCR for AnyDoc® : Automatically capture data from nearly any business document. Eliminate the costs and errors associated with manual data entry.

Infiniworx® : Simplify and automate how your company processes documents with this innovative drag-and-drop workflow development platform.

AnyDoc®CAPTUREit™ : Scan documents from anywhere in the world, perform quality assure, and send images over the Internet to a central location for processing.

AnyDoc®DESIGNit™ : Easily design your own professional forms for printing or to use as a template in OCR for AnyDoc processing with easy-to-use click and select toolbar features.

AnyDoc®EXCHANGEit™ : Convert extracted data to a variety of file formats for use among multiple applications. EDI, XML, ASCII, and others are available, as are APIs to leading document management solutions.

AnyDoc®MANAGEit™ : Optimize your AnyDoc processing with real-time monitoring of batch level status, station activity, pending work, and more.

AnyDoc®VERIFYit™ : Perform data verification at a central location or off-site—allowing you to save valuable office space. Ensure data accuracy, no matter where your employees are located.

Market Solutions

AnyDoc®CLAIM™ : Automatically process CMS-1500, UB04, and dental healthcare claim forms.

AnyDoc®CLASSIFY™ : Automatically sort, batch, and route all your documents, quickly and easily.

AnyDoc®EOB™ : Automatically capture, validate, and balance EOB data from all your payers—and increase productivity and decrease processing time while lowering costs.

AnyDoc®INVOICE™ : Automatically process invoices to lower manual data entry costs and turn incoming invoices around in hours instead of days.

AnyDoc®REMIT™ : Automatically capture remittances and checks and the associated critical data for much quicker input into your financial or ERP systems.

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AnyDoc®MORTGAGE™ : Get critical loan information into your mortgage processing system quickly and with even greater accuracy by minimizing manual data entry and pre-sorting.

AnyDoc®NOTICE™ : Provides quick identification and data capture of insurance policy notices—speeding processing and increasing opportunities for revenue generation.

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