



Invoicing automation delivers productivity improvements for easycopiers

CLIENT: easycopiers

easycopiers is an innovative provider of hardware and software-based document management solutions that enable customers operating in diverse market sectors to transform complex workflows into simple, easy to manage and cost effective processes that significantly reduce the cost of ownership. The company is a fully authorised supplier for Canon, Ricoh and Develop photocopiers and has its headquarters in Milton Keynes, Buckinghamshire.

The Challenge

After using a service management system for many years, easycopiers understood the important role that it played across the business. However, being a general purpose software application, the existing system increasingly failed to meet the diverse invoicing requirements of the different copy click contracts negotiated with customers. The company wanted to eliminate the need for a high percentage of invoices to be produced manually, a time consuming and costly process that took staff away from other more productive tasks. It also wanted to replace the manual batch transfer process that was required to generate invoices through the Sage200 accounting system.

easycopiers also wanted to improve the quality of information generated by the service management system and have a real-time view of operations across the business. This would help to eliminate the use of spreadsheet-based reports that had to be compiled manually.

The Solution

As the leading supplier of service management solutions to the copier industry, it was a natural choice to ask Purpose Software for recommendations about a new system. To ensure that the new software solution delivered on all fronts, easycopiers drew



"2serv has enabled us to achieve significant productivity improvements. We also estimate that installing Capture-IT and the improvements it has made to the meter billing process have saved us around 40 hours every month, time we have been able to put to better use across the business."

Adam Macintyre,
Managing Director of easycopiers

up a comprehensive specification detailing all functional requirements including integration with the Sage200 accounting system.

It quickly became clear that Purpose Software's enterprise service management solution was designed to meet the specific needs of print and document management service providers. 2serv handled all easycopiers' contract permutations as standard without the restrictions of more generalist systems, allowing a wide range of different pricing, excess levels, meters, billing periods, and specific rules to be automatically applied according to individual customer agreements.

Purpose Software's consultants undertook an extensive pre-planning process and worked proactively in partnership with easycopiers' IT and accounts teams ensuring a smooth and incident-free deployment. This included a full data transfer enabling the invoicing to run in parallel on both systems to check that everything was working as it should before finally switching over to the new system. In fact, this exercise showed that invoices generated by 2serv were 100% accurate and produced in a fraction of the time required using existing workflow processes.

The installation of 2serv and Capture-IT delivered immediate benefits particularly through streamlining the meter reading process. The software generates emails which are automatically sent to customers requesting readings and provides a reliable link which has already resulted in a higher number of responses from customers. This has reduced the time taken to manually chase up customers and allowed staff to be more productively deployed in other areas such as credit control.

According to Sam Sheargold, Assistant Accountant at easycopiers: "2serv makes meter readings immediately available for invoicing without requiring any manual data input. A colour-coded meter billing screen makes it easy to see if readings are still required and highlights potentially incorrect entries for further investigation. The whole billing process is a breeze compared to our previous system as invoices can be raised with a single click and the data is automatically transferred into Sage so we no longer need to manually import CSV files."

2serv has eliminated the need for the many workarounds, most of which had to be carried out manually, that were required with the previous system. Invoices are now also more accurate, which has reduced the number of customer queries handled by staff on a daily basis.

The second phase of the installation was to roll out 2roam to the field engineering team allowing them to access 2serv using their smartphones, tablets or laptops from any location. This enables engineers to make more effective use of their time, moving seamlessly from one call to the next with only minimal contact with the call control team.

The software has also enhanced the stock and toner management processes, helping to eliminate order duplication and increase profitability. easycopiers has subsequently deployed Purpose Software's toner integration module which works in conjunction with Capture-IT to further automate the onsite toner request process. This add-on automates the processing of emails generated by print devices when new toner is required.

"2serv is a fantastic tool to use and allows us to report on areas we could have only dreamed of previously," continued Adam Macintyre. "It provides us with almost instant access to real-time data and generates a wide range of reports at the press of a button without having to manually compile data from spreadsheets. Having access to the latest data gives us greater confidence that the reports reflect a true picture of what is actually happening."



"It is refreshing to work with a software partner that really understands our business and takes the time to help resolve any issues without trying to push us towards chargeable training programmes. We got it right this time by choosing Purpose Software to help us with this critical part of our business and are confident that 2serv will continue to meet our evolving business requirements over the longer term."

Adam Macintyre,
Managing Director of easycopiers



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