

D&D BUILDING

Document Management

Overview

D&D Building has been providing skilled tradesmen for commercial construction projects throughout the Midwest for almost 45 years. With crews experienced in some of the largest commercial construction projects in West Michigan, D&D Building has become the first choice among projects requiring the most skilled tradesmen.

Challenge

D&D Building was experiencing problems with its billing and invoicing process, causing a negative impact on cash flow. Due to a completely manual, time-consuming and cumbersome system which required the involvement of multiple parties, duplication of work was occurring. In addition, concurrent open jobs increased odds for misplacing documents at key milestones in the routing and approval of invoices, slowing down the billing process. Furthermore, the time required to access documents was excessive.

Solution

After a detailed analysis of the existing process, Applied Imaging helped D&D Building implement a Document Management system which allowed them to automatically capture, route and approve invoicing received via mail, fax and email based on key criteria, resulting in leaner back office operations.

Benefits

- Reduced time required to process invoices for improved efficiency
- Quicker billing turnaround for improved cash flow
- Instant document retrieval for enhanced customer service
- Streamlined process for increased productivity

"The retrieval of any supporting documents is now only seconds, thus improving customer service for both Sub-Contractors and building owners."