

Using ViewWise at Meyer Corporation Case Study

GroupWise Cool Solutions Article by Computhink

Meyer Corporation Sees Savings with Computhink's Document Integration Software

Problem:

Meyer Corporation generates thousands of shipping documents such as the Bill of Lading, shipping manifest and other related documents. Paper-based shipping records were stored in filing cabinets in two separate locations. Employees traveled between the sites and manually sifted through stacks of paper to find the relevant document.

Solution:

Computhink's ViewWise software has been deployed at Meyer Corporation using the Groupwise client for email, to digitize, integrate and archive shipping documents. Meyer Corporation, which along with its overseas affiliates comprises the world's second largest distributor of range-top cookware, expects the added efficiency to reduce overtime costs by 50% and increase its ability to refute unfounded customer charge-backs. With these savings, the California-based distributor of Circulon, Anolon, Faberware and other cookware brands expects to recover the cost of the software within nine months.

A charge-back occurs when a customer refuses to pay shipping costs, claiming the shipment is in violation of agreed upon standards. With ViewWise, Meyer Corporation has rapid access to detailed shipping records to determine whether the violation lies with Meyer Corporation, the freight company or the customer.

"Excellent customer service doesn't mean that the customer is always right," said Michael Marcotte, Director of Information Communication Systems at Meyer Corporation. "It means that when the customer is wrong, we can substantiate our response with well-kept records. By having instantaneous access to the shipping information, we increase the rate at which we can refute unfounded charge-backs and decrease the time and costs devoted to researching them."

Using ViewWise, Meyer Corporation converts the thousands of shipping documents it generates each week into digital records, which are indexed and archived. The Bill of Lading, shipping manifest and related documents are integrated and stored together as one record, where they can be instantly retrieved and accessed by the charge-back department.

Previously, paper-based shipping records were stored in filing cabinets in two separate locations. Employees traveled between the sites and manually sifted through stacks of paper to find the relevant document.

"Efficient access to information is crucial to the success of any business," said Joe Wharram, president of Computhink. "But businesses create a great deal of inefficiency by storing information together based upon format, rather than content. In our system, all information pertaining to a subject is integrated into one record, whether the original format is an email, a letter, a spreadsheet or a facsimile."

With this first stage implementation of ViewWise successfully completed, the company plans to expand the technology to its finance and human resources departments.

About Computhink Inc.

Computhink Inc., with corporate offices located near Chicago, Illinois, offers best-in-class IDM and image-enabling software for enterprise wide information sharing to government, utility and business

organizations. Customers include the State of Georgia, New York City Department of Transportation, the Heart Group of Paducah, Will County, State of Kentucky, National Oceanic & Atmospheric Administration, U.S.D.A., Virginia Department of Housing & Community Development, Meyer Corporation, Williams, Pitts & Beard, the Croatian Institute of Civil Engineering, Physicians Practice Alliance, Thomas Cooley School of Law, Mitsubishi, Siemens, Ericsson, Texas A&M, and Hyundai. Computhink received the 2002 Advanced Imaging of the Year award as best Commercial Business & Communications Imaging product.

Information about Computhink Inc. and its products can be found at computhink.com.