

Case Study

Team Global



team global[™]
EXPRESS & LOGISTICS

Team Global: Specializing in Express Delivery with Therefore[™]

Team Global is a forwarder and international courier company located at Heathrow airport. Specializing in time critical deliveries, Team Global ship worldwide and offers Express, cargo and road deliveries, including daily fast services from China to the UK. "Service is everything to us" Keith Wright, General Manager at Team Global reports, noting the company's dedication to customer service and support.

Given the nature of the business, a large amount of transit and invoice documentation is inevitable. For each outgoing shipment, a

Docket, or Airway Bill is created, in addition to a document purchase invoice. As a minimum 400 dockets arrive each day, the amount of paper in storage quickly adds up. All of this documentation is archived and accessed by the finance and customer service team.



Prior to Therefore™, customers who phoned for information about their shipment would have to wait for a callback until Team Global could find that information in the large archives. **"It could sometimes take up to 30 minutes to find information customers were asking for" Keith reports.**

This difficulty in finding and retrieving documentation led Team Global to seek a solution to improve their way of working. After witnessing a demonstration by Canon Solution Business Consultants, Team Global tried the software themselves. The trial convinced them the software was easy to use and learn. They purchased the software in March 2008, and have since then been

using it to securely store the dockets and invoices.

Now when a new docket or invoice arrive, it's immediately scanned and archived using the Therefore™ Capture Client. An affixed barcode automatically indexes the document. Since the indexing is automated, information is no longer lost or misfiled.

Now that this key business information is stored in Therefore™, information can be found quickly and in complete security from the comfort of each employee's desk. When a customer phones asking about one of their orders or shipments, the Team Global

representative can immediately find all the information they need.

"This has cut down the time needed for administrative work and has enabled us to look at the costs to the company more easily," Keith reports. Moreover customer service has also improved, especially due to the convenience of being able to email documents directly out of Therefore™.

"Our customer service representatives can email the customers the information they're looking for straight away, without having to go through the hassle of first finding it in the archive, scanning it, emailing it and then filing it away again" Keith comments, "In addition, the software is very popular among the employees and it's quickly caught on".

Team Global has been able to take full advantage of security settings within Therefore™ and assign special permissions to sensitive HR and accounting documentation.

Plans are in place to expand the system to include registration forms for vehicles, vehicle MOT certificates as well as insurance, service records and other legal documents. Overall, Team Global is very pleased with Canon's solution.

Keith concludes, "Therefore™ is helping to pay for itself due to the time it has saved us looking for archived documentation."

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Therefore™
PEOPLE PROCESS INFORMATION