WHO WE'VE WORKED WITH

kefron

Case Study for
Boyne Valley

Scanning & Capture and Kefron DM

Customer Background

The Boyne Valley Group was established in 1960 in Drogheda, where it is still based today. From humble beginnings, they have grown into an organisation that sits alongside some of the biggest names in the fast-moving consumer goods (FMCG) globally. The Group is home to some of Ireland's most iconic brands.

The company has a strong route-to-market in Grocery, Wholesale and Foodservice for ambient food, chilled food and household products and pride themselves on excellent customer service.

The Boyne Valley portfolio now comprises market leaders including McDonnells, Chivers, Erin soup, Don Carlos, Homecook, Lakeshore and Lifeforce & Kinetica. The non-food portfolio includes Green Aware & Killeen.

Scanning & Capture and Kefron DM Portal Services

The Challenges

As the Boyne Valley Group is continuously growing and expanding its portfolio into new categories, channels and markets, the delivery dockets processes employed by the company were outdated, paper heavy and very manual.

The company is driven by the pursuit of excellence in order to serve their customers at the highest level and felt there was a need to enable a more digital way of working and move away from paper heavy and inefficient processes.

Due to the vast number of suppliers that Boyne Valley works with, producing and proving the large amount of delivery dockets dealt with on a daily basis was extremely time consuming, making it an inefficient and unreliable process.

The Solution

The relationship started back in 2004, when Michael Dalton, Head of IT at Boyne Valley, approached Stephen Mackey, Senior IM Consultant at Kefron to discuss Boyne Valley's needs.

Following successful engagement involving proof of concept, testing with live sales documentation and system export, from that time to present, Kefron has been trusted to digitise the processing of delivery dockets and eliminate the manual effort of processing, storing and retrieving paper documents, fulfilling the big strategic goal of digitising these processes for Boyne Valley and enabling a less paper centric work environment.

"The relationship with Boyne Valley has evolved over the years as their technology needs and their company grew and developed. The key to the success of the partnership from a Kefron perspective has been to see their challenges as our own. Whether that was to ensure customer enquiries were answered on a timely basis or ensure end users functionality was delivered on when they needed to share content."

Stephen Mackey, Senior IM Consultant, Kefron

How it works?

The process starts at Boyne Valley, when the delivery dockets are securely collected from its premises by the Kefron logistics team and safely transported to Kefron's facilities in Park West. This takes place on a weekly basis to ensure timely delivery and access to information for both buyer and suppliers.

The documentation is then processed for digitisation using best-in-class scanning technology to intelligently capture information. Optical Character Recognition (OCR) technology is used to extract and feed the data into the next stage of process.

Once all the paper dockets are scanned, they are uploaded and hosted onto the Kefron DM Portal, our purpose built Document Management solution. The portal makes all documents text-searchable and enables faster access to documentation to authorised end users via both structured and unstructured search capabilities.

On completion of the digitisation process Kefron also securely shreds all of the paper delivery dockets closing the chain of custody and providing Boyne Valley with peace of mind.

The Key Benefits

Kefron has made sure the delivery dockets process is tight, efficient, accurate and reliable by integrating Scanning & Capture services with our Kefron DM Portal solution.

Paper bottlenecks were efficiently reduced, released and removed with a digital counterpart available immediately from end users' desktops.

The impact of data capture and workflow, brought through Kefron DM, improved processing times significantly, reduced query management time and decreased costs.

Furthermore Kefron DM increased visibility by allowing instant search and retrieval of any documentation, making the portal the first port of call when Boyne Valley customer base have a query thereby ensuring continuity of service and a single source of truth.

"Service and reliability has been a 100 percent from Kefron. The new improved process has allowed us to eliminate paper delivery dockets from our desks."

Michael Dalton, Head of IT, Boyne Valley Group

kefron

*Kefron are The Document & Information Management **People**.*

We can make a real difference to your business. **This is what drives us**.