

## CASE STUDY

### SCA HYGIENE PRODUCTS CLEANS UP WITH XERAPM®

#### THE AWARD-WINNING ELECTRONIC FILING SYSTEM



SCA Hygiene Products is part of SCA, the multi-million pound global company specialising in integrated paper products - from packaging to incontinence pads. Within just three years, SCA Hygiene Products has risen from number four to the largest operation of its kind in the UK – following the acquisition of a £192 million company that produces private label toilet rolls and paper towels for several leading supermarkets. As a result of its dramatic growth, SCA Hygiene Products identified a need for substantially better document storage facilities at its Dunstable head office.



Several solutions were initially considered as an alternative to microfiche - the company's existing method of storing purchase invoices. Group Financial Controller, Paul Bailey, had come across XeraPM® when the web-based electronic document filing system won an award for innovation. Having investigated the various options, and run XeraPM® for a trial period of a month under commercial operating conditions, the decision was taken to install the electronic filing system – mainly because stored documents would now be instantly accessible throughout the company.

"This immediate on-site visibility put us in control, we could respond to every query right away – an impossibility with microfiche or remote CD storage facilities. Our only reservation was that we would be scanning and indexing the documents ourselves – would it be too time-consuming? This concern proved groundless – we were already collating the invoices for a third party and spending a lot of time searching for documents. By changing the content of people's work, we actually saved time with XeraPM® - plus we no longer needed to employ a bought ledger "temp" and we could handle the ever-growing volume of business. Efficiency has also improved now other departments have direct access to the system and the accounts team's work is no longer disrupted by requests for invoices. In fact we didn't appreciate just how much of the bought ledger office's time was taken up with locating and photocopying invoices for other people." Paul Bailey explained.

The success of XeraPM® in managing purchase invoices has been extended to Proof Of Delivery notes – an essential element of the Away From Home Division's core business of supplying clubs, pubs and hotels with paper napkins, towels and toilet tissue, via a network of distributors. Now POD queries can be dealt with instantly and a copy of the document e-mailed directly – a significant improvement for the company's credit control and customer service departments.

Paul Bailey acknowledges that the new system has not yet reached its full potential, although it is being used more extensively as the company's rapid expansion stimulates the need for major organisational changes. The system will shortly be used to marry up purchase orders, incoming PODs and invoices – providing immediate access to all documents relating to a given index code, instead of having vast quantities of paper work distributed in filing cabinets and cross-referenced manually.

SCA Hygiene Products' three divisions in the UK are currently in the process of moving to SAP as the organisation's main computer system. With its progressive implementation across all the company's sites, the use of XeraPM® will also be extended. Already, in a little over a year, SCA Hygiene Products has extended the system from a 5-user to a 20-user license for bought ledger and POD filing. At some point in the future, electronically produced sales invoices are also scheduled for automatic storage using XeraPM® – further improving the efficiency of both customer service and credit control.

***"The month's trial demonstrated total confidence in the product, and it gave our users an opportunity to see the benefits for themselves – everyone adapted to it very quickly and easily, not just accounts staff. It was only when we started using the system that we began to realise its potential for other areas within the organisation – anywhere there is a need for paper or electronically generated documents to be stored and retrieved quickly. Indexing is the key – but it is remarkably straightforward – and the inherent flexibility of XeraPM® means we can tailor the system to our precise needs. It is the speed and ease of access that makes XeraPM® so good – it will help tremendously when we get sales on the system. We also found it cheaper to install than anything else we looked at."*** Paul Bailey concluded.

SCA Hygiene Products typically handles 1900 Purchase Invoices and 6400 PODs each month.

Open Connect (UK) Limited, Litton House, 52 Buckingham Street, Aylesbury, Bucks HP20 2LL  
Tel : +44 (0) 1296 421878 Fax : +44 (0) 1296 421298 Email : info@ocukl.com