



America Service Group Inc.

Client:

America Service Group

Challenge:

Paper copies of invoices required an increasing amount of time and effort to manage

Solution:

Kraft Enterprise Systems implemented doc-link system to index and deliver electronic documents

Results:

ASG avoided having to hire two additional employees and saved themselves \$80,000 a year

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The situation: Job getting done, but with piles of paper

America Service Group didn't realize it had a document handling "problem" in the Accounts Payable department before Kraft Enterprise Systems helped install Epicor Enterprise as its new accounting ERP solution.

Paper copies of invoices were routed to other floors at ASG's corporate headquarters and mailed to offices in the field. File cabinets were weeded out at the end of year and boxes upon boxes of paper were sent to storage. The process worked, just like it always had.

"We were getting it done," says Christy Wyse, assistant corporate controller at ASG, which provides healthcare to correctional institutions. "We were just getting it done with a lot of manual effort and time."

The response: Replace paper with electronic images

But as part of the Epicor installation, ASG decided to add on Altec's doc-link system, which is built to integrate seamlessly with Epicor. doc-link replaces the manual approach of photocopying documents and physically delivering them with a system in which fully indexed electronic images of documents become instantly searchable – at the corporate office or in the field. "What did it do for us?" says Wyse. "It solved a problem that we really didn't say we had before."

It works like this at ASG: Paper invoices arrive at the A/P department and are scanned the same day. Information from the invoices – dates, amounts, descriptions, etc. -- is keyed into the accounting system and the electronic images are indexed. From then on, they are available to anyone with access to the system.

"The people on the different floors or even in different states who need that for their backup can quickly get into doc-link and pull the copies," Wyse says. "There is no longer a need to come to a different floor and spend time perusing paper files."





"Even if you called them and they were going to the airport, you could verbally describe your problem and they could answer your question. That's some seriously good service as far as I'm concerned." – **Christy Wyse, Assistant Corporate Controller, ASG**

Images are also available to e-mail back to vendors, if need be. And the system helps with sustainability efforts by reducing paper consumption. doc-link also holds promise for other parts of ASG's operation. The company plans to start making electronic copies of checks and may eventually take advantage of the system's ability to create an electronic invoice approval process. Wyse has nothing but high praise for how Kraft Enterprise Systems implemented doc-link and Epicor. "I've always loved them," Wyse says. "I've found nothing but professionalism. And they're fantastic to return calls and emails right away if you have a problem. Even if you called them and they were going to the airport, you could verbally describe your problem and they could answer your question. That's some seriously good service as far as I'm concerned."

The result: Two positions saved, system quickly pays for itself

ASG has had doc-link for two years and Wyse conservatively estimates savings at \$80,000 a year under current business conditions. The company allowed one vacated A/P position to go unfilled without problem. And when ASG landed a big contract earlier this year, it was decided that A/P could do without adding staff. Under the old system, at least one more person would have been needed, Wyse says. "As far as return on investment ... it's paid for itself two or three times over," Wyse says.

About America Service Group Inc.

America Service Group Inc., based in Brentwood, Tennessee, is a leading provider of correctional healthcare services in the United States.

About Kraft Enterprise Systems, LLC

Kraft Enterprise Systems, LLC is a Nashville-based, full service consulting firm that assists growing companies with the selection, implementation and support of accounting and enterprise solutions. In addition to offering packages from top mid-market accounting software vendors, Kraft Enterprise also offers integrated solutions for budgeting and forecasting, customer relationship management (CRM), and document imaging and management. The firm's consultants are Microsoft Certified with expertise in a variety of areas, from complex financial reporting to system design.

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