

THE COMPANY: Bindi

Bindi is an established company that operates from over 60 years in the food catering industry offering its customers confectionery products.

In 1946, the year of birth of the company, its founder has an idea: he decides to offer cakes on demand to restaurants in Milan.

The offer is characterized by the logic of the service, the excellence in organizational and productive processes and the continuous innovation. These are the basis of Bindi's success, that brought the quality of fresh Italian pastries throughout the world. Bindi, besides Italy, currently operates in Europe, North America and Asia and employs approximately 800 employees at the corporate level.

The emphasis on innovation led Bindi in 2006 to evaluate the introduction of a Document Management system that could support the impressive volume of documents to be managed: orders, deliveries, notes, invoices, etc...

THE NEED

When the company decided to purchase a Document Management program, given the large number of solutions that are publicized on the market, initially entrusted to their management solution provider, which provided a document solution implemented from the same ERP.

This document solution had, however, some gaps:

- the inability of the system to support the large amount of processed data;
- the complexity of configuration and maintenance with consequent waste of time and costs;

- the dependence of that document management solution on the ERP, as every change or update in the ERP was reflected in a change of the document management parameters.

In 2007 they started to use a more developed solution but it had problems of integration with the AS/400 system.

Bindi thus has the need to select a Document Management software that can be quickly implemented, that can be perfectly integrated with the ERP without being dependent on it, and easily accepted by users.

THE SOLUTION

When the leadership of Bindi sees a presentation of ARXivar, perceives that the real value of a Document Management solution comes from specialized design and that it guarantees:

High level of automation in data capture and in record profiling: with the previous solutions they had to manually type the fields in profile, whereas ARXivar maps fields directly from the platform (AS/400);

High level of maturity of product: ARXivar can be simply used by end users;

High index of autonomy from other solutions in the company: ARXivar imports and manages data from ERPs, fax servers, e-mail; it is autonomous and cannot be affected by changes;

Visual Workflow, dynamic and interactive: You can set the entire document process with the definition of time, responsibilities and roles and then gain a continuous improvement of procedures;

Software support always ready to help and to implement due to customer needs.

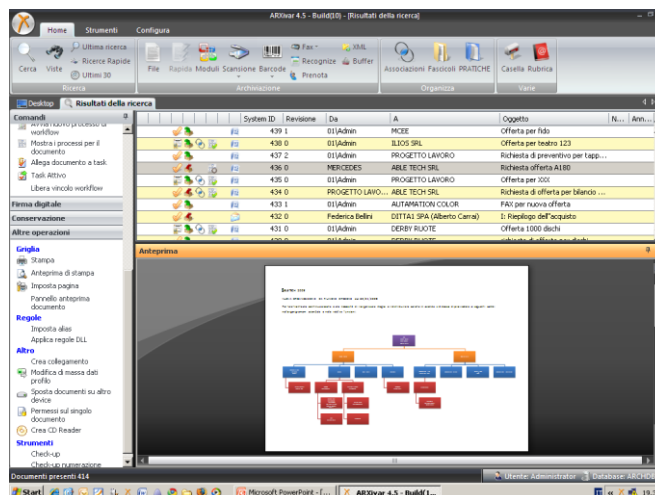


Figure 1 – ARXivar client interface

Current setup

During 2008, the installation was completed. ARXivar is currently installed on 30 users, spread over 4 locations; it handles approximately 700.000 archived documents from account receivables and payables, to purchase orders, delivery notes, deliveries, reviews. The automation links and connects documents.

The first rollout of Workflow through ARXivar, manages:

- process of sale receipts recovery with barcode;
- process of recovering medical judgments relating to employees tasks, connecting to another server. The hardware consists of 6 Zebra TLP2844-Z barcode printers, and Fujitsu FI4120C and FI5100 scanners.