


Case Study: Holchem

Electronic invoicing saves UK hygiene technology leader over £30,000



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Richard Howarth, Finance Manager, Holchem Laboratories Ltd.



Background

Established in 1982, Holchem Laboratories Ltd provides cleaning detergents, disinfectants and hygiene management solutions to the food processing, catering, brewing and beverage industries in the UK and Ireland. Based in Haslingden, Lancashire, the company employs over 150 staff and has a turnover of £23 million.

The Problem

Following successful deployment of Microsoft Dynamics NAV, technology partner Qurius UK Ltd introduced Zetadocs for NAV to Holchem as a way of reducing the cost and time associated with its financial processes.

Sending between one and two hundred invoices a day, the finance department was spending around five hours a week printing, collating and posting invoices out to its customers. Each month Holchem would also complete a statement, reminder and overdue payment advice run, each of which would take half a day to complete.

"In an average month we send out a total of 3,400 documents," explains Richard Howarth, Finance Manager at Holchem. "As a manual process, sending these documents was slow and time consuming and, aside from the time taken, the cost of consumables such as envelopes, paper and print cartridges, as well as the cost of postage was significant. Once Qurius introduced us to Zetadocs, it quickly became apparent that this was an area where substantial savings could be made."

The Solution

Holchem implemented Zetadocs for NAV in March 2009, and conducted an exercise to inform customers of the change to electronic document delivery, and verify email addresses and fax numbers. The majority of customers were very receptive to the change, with only a small number still wanting paper copies.

What they say about Zetadocs:

"I've used a cost saving figure of 50 pence per document, which means that we are saving around £1,400 per month by using Zetadocs for NAV, which is £33,600 over the last two years. We recovered the initial investment after only a few months."

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Holchem implemented 6 users of Zetadocs for NAV Delivery Essentials, to handle the preparation and sending of invoices, statements and reminders, and also batch remittance advices on the purchasing side. Of the total 3,400 documents sent a month, 2,800 are now delivered electronically.

“The installation of Zetadocs ran very smoothly,” continues Howarth. “Qurius completed the installation and, following the training, we were able to set up all of the rules ourselves. The integration with Microsoft Dynamics NAV also works really well, ensuring that making changes and using the system is incredibly easy.”

The Benefits

Deploying electronic invoicing with Zetadocs for NAV has streamlined the entire process for Holchem. Invoices are dealt with in batches, and the templates mean that different documents can be easily handled. For example, Holchem uses a separate template for overdue reminders so that they are clearly marked as requiring urgent attention.

Richard believes that the time element saved is a fixed cost and the efficiencies gained can be used by staff to better improve other areas of their roles, such as providing more time to chase customers for payment. In fact, Holchem has now reduced the number of employees working in the sales invoicing/credit control function from three to two.

“With all of this in mind, I’ve used a cost saving figure of 50 pence per document,” explains Richard. “This means that we are saving around £1,400 per month by using Zetadocs for NAV, which equates to £33,600 over the last two years. We recovered the initial investment after only a few months.

“Zetadocs has made the daily invoice run, along with monthly remittance, statement and overdue payment advice runs far more efficient,” concludes Howarth. “I find Zetadocs a great way to demonstrate clear financial benefits to the board – more so than with any other software we have purchased.”

Holchem is now evaluating the Capture editions of Zetadocs for NAV, allowing them to automate the filing of signed Proof of Delivery (POD), and signed and annotated job cards used in the manufacturing procedure.



Headquartered in The Netherlands and with more than 900 people in offices across 8 countries in Europe, Qurius is the leading Microsoft Dynamics NAV, AX and CRM Business Solutions Partner. With unrivalled experience in implementing Microsoft Dynamics ERP software in Europe, Qurius is one of the few Microsoft Partners with integrated solutions using ERP in perfect cooperation with Microsoft Dynamics CRM within an optimal infrastructure.

Qurius has publically committed to being 100% carbon-neutral by 2014. For more information visit www.qurius.com.

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Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value - backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries, who are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.



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