



Omttool AccuRoute®

Together, streamlining capture, conversion, distribution, and archiving of paper and electronic documents

Document Management Challenges

Quality Distribution Inc. (QDI) urgently needed an integrated document capture and handling solution for faxing and routing time-sensitive shipping and billing documents that could be rolled out at its Tampa, Florida corporate headquarters and to over 100 remote transportation depot locations across the United States and Canada. This industry-leading trucking company required a document scanning solution that was “one-touch simple” to operate. However, the solution also needed to convert documents from TIFF, PDF, Word, and other file formats, and fax them to a variety of destinations quickly, without any errors.

Through this RFP process, QDI was seeking a way to confirm the receipt of critical shipping and billing documents to their intended destinations, establish proper accountability for those documents, and insure they could be recovered, if misplaced.

“We are just a ‘simple trucking company’ who needed a document scanning solution that was one-touch simple. However, it also needed to provide a variety of file format options and delivery destinations. This integrated solution from Omttool and Ricoh provided the best option to fulfill QDI’s needs,”
Dan Moore,
VP of Information Technology,
Quality Distribution Inc.

Recommended Solution

Ricoh and Omttool offered QDI a highly reliable, enterprise-class document capture and handling solution that cost-effectively scaled to accommodate the large number of QDI-owned trucking depots. Together, Ricoh and Omttool also delivered, tested, and supported this integrated document handling solution in each of these remote locations throughout the United States and Canada.

Ricoh Multi-Function Peripherals (MFPs) functioning as stand-alone devices could scan, copy, print, and fax (using a dedicated phone line and fax board). However, QDI required enhanced document capture, conversion, and handling functions that are not natively available on these Java-enabled Ricoh devices (e.g. scanning, converting, and sending a document to numerous destinations in multiple formats, with one scan). Omttool provided those enhancements through an embedded interface on the Ricoh devices, enabling Ricoh and Omttool to fulfill QDI’s specific requirements--as well as to deliver dramatic cost savings and return on investment (ROI).

The recommended solution included:

- Omttool AccuRoute Server software
- Ricoh Java-enabled MFPs (160 units)
- Ricoh Professional & Installation Services

Measurable Results

By delivering this solution to QDI, Ricoh and Omtool were able to provide an assortment of cost savings, revenue increases, and productivity improvements from:

- Improved business processes that enable the flow of information in a more timely fashion
- Enhanced billing and payment cycles that get critical documents to the right people faster (Accounts Payable and Accounts Receivable) so QDI can generate invoices and receive payments sooner
- Consolidated fax machines and removal of phone lines and fax boards from individual MFPs by integrating enterprise fax capabilities into the AccuRoute Server
- Implemented Fax Over IP services that take advantage of existing IT infrastructure and optimize QDI technology investments
- Increased user productivity at the desktop and MFP. These more efficient workflows allow QDI truck drivers to get back on the road faster and avoid costly delivery delays
- Delivered comprehensive fail-over capabilities, audit trails, and receipt confirmations around mission-critical documents that must never be lost or routed to the wrong destinations.

“Providing receipt confirmations to the truck driver and QDI headquarters of shipping or billing documents arriving at their proper destinations was a critical success factor only achieved through the partnership between Ricoh and Omtool. “For Ricoh, retaining this customer and protecting the revenue from this existing account while avoiding a loss to the competition was also a very significant result.”
 --Rey Reyno,
 Solutions Engineer,
 Ricoh Business Solutions

