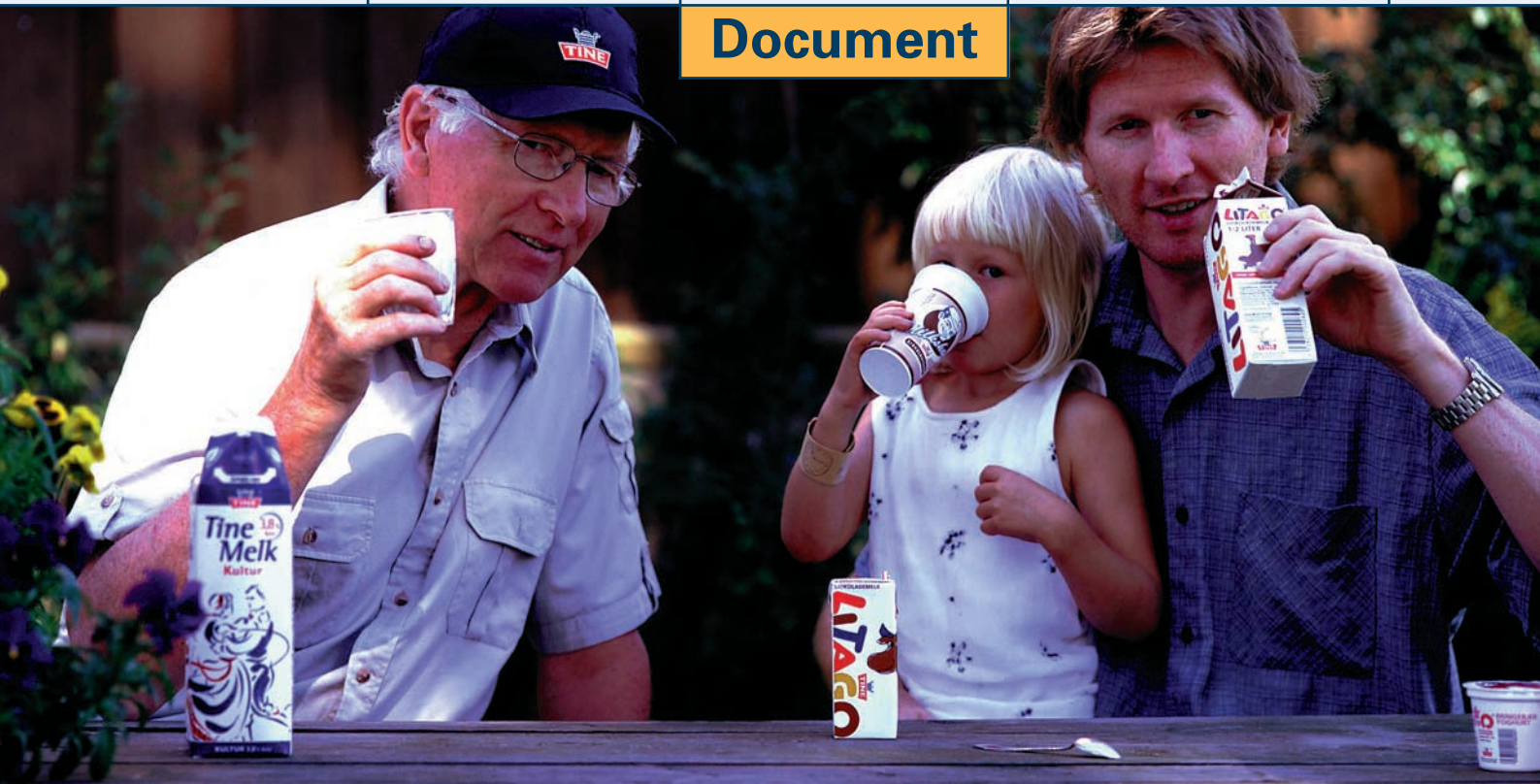


Intelligent

Management

Document



## Milk is Good for You – And So is Document Management

A few years ago TINE Dairies in Norway took a major decision: 73 dairies were consolidated into 8 regional offices with electronic archives and a related workflow solution. TINE has now gone even further by centralizing its entire administration on a single giant server. MultiArchive is still the base and is now fully integrated to Movex Explorer.

**Efficiencies have improved and at the same time employee satisfaction has grown.**

**After having searched the market once more and ascertaining that integration between Movex Explorer and MultiArchive is totally seamless, TINE selected MultiArchive again.**

It was a huge task for both TINE and Multi-Support Norway when the initial phase of the archive and workflow project began, but the payoff quickly started to show. The reorganization of 73 decentralized dairies into 8 regional offices basing archive and invoice management on MultiArchive meant immense improvements for the Norwegian dairy giant.

TINE Dairies	?	!
<ul style="list-style-type: none"> <li>• Has consolidated 73 decentralized administration units on one central server.</li> <li>• Wanted to get rid of personal voucher copies.</li> <li>• Looked for transparency between accounting and filing.</li> <li>• The solution: MultiArchive with full integration to Movex Explorer.</li> </ul>		

### Phase one: From 73 to 8

TINE, which accounts for 98% of Norway's milk production, is supplied by more than 23,000 farmers. This implies huge amounts of invoices and other vouchers which the new MultiArchive solution was able to handle remarkably fast and efficiently. Egil Stadsnes is chief accountant and project manager for TINE Dairies Region South, the pilot for the other 7 regions. He explains the noticeable advantages of the reorganization from 73 decentralized administration units into 8 regional offices:

"We were quickly able to implement a change of procedures and achieve a higher level of collaboration. In the former decentralized structure we had a flood of voucher copies lying around different places in our administration –

everybody wanted their own copy of each invoice. Account specification was also difficult and time-consuming.

With the introduction of the MultiArchive solution at the regional offices, we started to centrally scan and pre-register incoming vouchers. Approval of the vouchers subsequently takes place through a predefined workflow which is accessible from Lotus Notes".

### Online access and quicker account specification

It didn't take long before the personal voucher copies disappeared – thanks to the MultiArchive solution everybody now had online access to the archive 24 hours a day, 7 days a week and via the workflow the status of any individual voucher could be easily monitored. Personal copies simply became unnecessary.

TINE also gained remarkable benefits for account specification. As early as the pre-registration stage the base for final account specification is created in the Movex business application, which is fully integrated with MultiArchive.

The workflow that the individual vouchers follow is actually defined before TINE receives them, as an agreement has been made with TINE's suppliers that they mark their vouchers with a predefined code before submitting them. This code defines which approval and account specification flow the voucher must follow in TINE's organization.

### Fine economy – high satisfaction level

The improved efficiency of the voucher management procedure has given TINE a substantial economic bonus. Egil Stadsnes estimates that on average – and as a rough and



general observation – TINE has saved about 15 EUR per voucher by implementing the archive and workflow solution giving a payback time of approximately one year for the entire investment.

It is worth noticing that efficiencies have improved and at the same time employee satisfaction has grown. According to Stadsnes, easy operation, including localized software and a short training period is an important element, which has positively affected employee satisfaction.

As a curiosity – and to illustrate the timesaving advantages of the solution – Stadsnes mentions that TINE has been praised by the tax authorities! During a tax audit shortly after the implementation of the solution at TINE Dairies Region South, it turned out that the audit could be completed in less than a quarter of the time that a similar visit had taken previously.

### MultiArchive chosen again

Encouraged by the success of the first reorganization and based on the experience of this project, TINE chose to carry out yet another centralization. The administration in the 8 regional offices has now been reduced to 5 regions (North, Middle, West, East, and South), all linked to a single central server.

And TINE has chosen to upgrade the business application to the latest version of Movex with the Movex Explorer graphical user interface. Consequently, it was not taken for granted that TINE would choose the MultiArchive solution for joint document management once more. But after having searched the market once more and ascertaining that integration between Movex Explorer and MultiArchive is totally seamless, TINE selected MultiArchive again.

In addition to the actual archive and the Notes based workflows, the entire solution now includes Interform/400 for the production of large quantities of external printouts and BlueSeries for electronic distribution via fax and e-mail.

### A total IDM solution

Just as milk is good for the organism, document management is good for the organization, and with the IDM solution (Intelligent Document Management) from Multi-Support, TINE has proved that they have a long-term solution.