



Mercedes-Benz

Access
Information Protected.

CASE STUDY

Stuck in the Slow Lane

Mercedes-Benz, USA, LLC

How Mercedes-Benz USA, LLC drove down internal costs while maximizing workforce efficiencies.

Mercedes-Benz USA, LLC, a wholly owned subsidiary of DaimlerChrysler AG (NYSE:DCX) based in Stuttgart, Germany, is responsible for the distribution, marketing and supplies of Mercedes-Benz vehicles in the United States.

After using various combinations of in-house records management and semi-effective outsourced storage solutions, Mercedes-Benz USA recognized the need to consolidate its efforts and streamline processes. When the imaging provider used by the company's Customer Assistance Center (CAC) unexpectedly stopped

rendering services, the decision to move forward was essentially made for them. Mercedes-Benz USA turned to Access to convert more than two million documents to its Web-based document imaging system. Access met strict time constraints, and the CAC gained unforeseen flexibility and ease of use. Add to that a 60% cost savings, and another decision was made: Begin to implement Access' services company-wide.



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The Solution

Mercedes-Benz USA is taking advantage of the depth of service and flexibility that only Access can provide—from Webbased image hosting, which features highly efficient document conversion and electronic data capture, to hard copy records storage. Mercedes-Benz USA's CAC, Human Resources and Purchasing departments, as well as five regional Parts Distribution Centers (PDCs) throughout the United States benefit from instant, secure access to nearly seven million documents within Access' Webbased document imaging solution.

Access scans approximately 40,000 pages per month into the hosted imaging solution for the CAC alone. This solution integrates seamlessly with the CAC's FASTRACC customer service system, so representatives can provide real-time service by viewing documents without leaving their desktops or exiting the FastTrack application. Other departments upload electronic files from which the Access imaging solution captures data to recreate various types of documents through the use of customized templates. All scanning is done within 24 hours and information is available to Mercedes-Benz USA immediately thereafter, enabling departments to share information and search by specific criteria.



"One of the main advantages that Access has over other companies is the ability to capture electronic data," said Pat Keller, Sr. IT Technology Purchasing Agent for Mercedes-Benz USA. "Access provides a level of efficiency and quality control that could not possibly be achieved using an in-house system and internal resources," he added. "We've experienced significant growth in sales over the past few years without a corresponding increase in staff. That is, in part, attributable to efficiencies gained by working with Access."

Benefits

Access' fully redundant infrastructure provides Mercedes-Benz USA with assured disaster recovery and business continuity. Access via dedicated connections ensure that all transactions are safe and secure. Access' Web-based document imaging solution is able to perform complex indexing. And because the system understands the algorithms used to create Mercedes-Benz vehicle identification numbers it is able to detect, and in some cases correct data entry errors in the alphanumeric code.

Mercedes-Benz USA has reduced internal costs and maximized the efficiency of its workforce by reallocating valuable resources, such as service representatives and IT staff, to focus on meeting core business demands. Outsourcing hardcopy storage has enabled the company to reclaim valuable space. And, because the Access solution uses industry-standard tools and a browser-based interface, new implementations of the system do not require an investment in new hardware, technology or client-side software installation. With high-speed, always-available access, employees can work more efficiently and provide more responsive customer service. Increased efficiencies have translated to longterm savings because Mercedes-Benz USA has been able to meet the support-related demands of rising sales without a corresponding increase in internal staff. Going forward, Access will host an additional 500,000 to 600,000 documents for the Mercedes-Benz Classic Center and support the company's marketing efforts by enabling dealers to access pertinent customer survey information.

About FileBRIDGE

From storage and document handling to on-demand digital file delivery with our FileBRIDGE platform, we offer the services and solutions that enable you to cross the bridge to less paper.

To find out how Access and its FileBRIDGE products can help your business, contact our team today at 1 877 FileLine!

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