

## Paper-less Processes Make Serigraph Lean & Green

### Business Challenge

Serigraph's business was flourishing and their insurmountable supply of paper documents was accumulating at an exponential rate. Within a few years following Serigraph's relocation into their new headquarters, they outgrew their onsite document storage space and began using a storage warehouse. Serigraph was aware this wasn't the best storage solution but didn't react until they were unable to collect on a bankrupt account, based on their inability to present all of the requested paperwork. Serigraph was not only wasting money storing and retrieving documents, but these inefficiencies were also beginning to contribute to lost revenue.

### Solution

Upon viewing an OnBase demo, it quickly became apparent that managing documents digitally was the answer to their problems. Serigraph began converting five of their commonly used documents into digital formats. Within the first month, they were up to ten. Currently, 100+ documents are accessed by 350 users in various departments including accounting, sales, and purchasing. Some areas have completely eliminated manual folders and unnecessary databases. Manual processes have been replaced with automated barcoding for manufacturing work orders and P-card receipts. Converting to paper-less processes has proven to be the effective solution to many inefficiencies Serigraph experienced prior to implementing OnBase.

### Products & Technologies

OnBase Multi-User Servers  
Workflow with E-Forms  
Workstation Clients  
COLD/ERM  
Production Document Imaging  
Ricoh MFP's

### Benefits

"How did we ever manage without it?" stated a billing staff member. In addition to saving 50,000 sheets of paper annually, 72 boxes of form paper annually, eliminating two printers, reducing 67% of archiving skids, and ridding of 6 95-gallon shred bins, OnBase has become an important tool in Serigraph's Lean Initiative to eliminate waste in the office. The reduction in file storage contributed to the successful consolidation of front office employees, from other plants to the corporate headquarters. Now, faster retrieval times and enhanced internal collaboration also contribute to Serigraph's auditable, ISO compliant processes.

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## Serigraph Inc. Case Study

"OnBase is in our Lean Toolkit."

Debbie Diehl  
IT Business Analyst  
Serigraph Inc.

### Company

Serigraph Inc.  
West Bend, WI  
[www.serigraph.com](http://www.serigraph.com)

### Industry

Manufacturing



### Company Profile

Serigraph Inc. is a global provider of innovative printed decorating solutions. Serigraph has become one of the largest specialty printers in the world since its inception in 1949. The company employs over 1,200 people in the U.S., Mexico, and Asia to service a diverse network of clients all over the world.