

## Challs International Ltd Case Study

## Changing The Way We Clean

### Client Profile

Challs International Ltd have been developing household cleaning products for 25 years. Challs' portfolio of leading brands include Buster®, Bin Buddy™ and Knaus. These products are sold internationally by major retailers.

- **Industry:** Manufacturing
- Est 1990, branches throughout the World
- 55 staff managing a portfolio of around 60 clients
- **Department:** Multiple Departments



### Challs International Ltd: The Process

In 2016, Challs had an average of 800 documents flowing through the business every month, including invoices, expenses and orders. Challs decided to address the inefficiency of paper based procedures, manual workflows and physical archives. They needed new digital workflows, a better way to control their data, a more secure way to manage their documents and a new way of thinking. Challs engaged DocTech and their solutions to increase their efficiencies throughout the organisation.

As a result of implementing DocTech Solutions, Challs have improved document storage and collaboration as well as process transparency and visibility. This provides real time access to documents from any location.

## Background

Founded in 1990, Challs have been developing household products for 25 years. The Challs brands are found in millions of homes and businesses throughout the world. Challs products are sold internationally by major retailers. With an ever-growing portfolio of leading innovative brands, such as Buster® and Bin Buddy™, Challs continue to change the way we clean.

After a devastating fire in 2014, Challs engaged DocTech to improve their data security, eliminating the need for physical storage. The company sought a fresh start at its new international Headquarters in Hadleigh, Suffolk. The organisation wanted an innovative and forward-thinking philosophy. A Document Process Solution would centralise all information and control the workflow around the organisation increasing transparency. Challs had a strong desire to reduce the amount of time wasted on document retrieval.

## Objectives

- Instant accessibility
- Bespoke users access rights
- Adjust/improve business processes in line with business expansion
- Allow staff to work smarter not harder
- Eliminate the need of physical storage
- Dramatically reduce the reliance on paper and paper based processes
- Ensure that all documents from 2016 onwards are available digitally
- Save time spent in retrieving documents using digital search mechanisms and automated storage functions
- Improve Customer Service

## Solution

Challs and DocTech partnered to create a solution for their needs. The goal was to give employees instant document access and eliminate physical storage. The software was implemented throughout the organisation, to process invoices, orders, expenses, warehouse movements, proof of deliveries, payroll and employee records. Challs scan all their documents which are automatically classified through indexing. The documents are then routed by workflows to specific departments, including digital workflows for purchasing and artwork sign off. The DocTech Solution provides employees with immediate access to the documents they are authorised to view/amend. Challs now have more than 8,000 documents stored in their system and the software is integral to their business. They have the efficiency and transparency they desired and customer service is better than ever!

Documents are uploaded by staff. Emails from suppliers, invoices, expenses, orders, warehouse notes, proof of deliveries, payroll and employee records are automatically recognised by intelligent indexing.



The system captures key information contained within a document or email. It automatically indexes the data and stores it to the correct folder in the centralised document repository using specific indexing.

Efficient communication and collaboration between staff of different departments



Members of staff are assigned the right to control their own documents within the system, creating a streamline and efficient workflow process.



## DocTech Solution

Challs allocated one member of staff to take responsibility during the roll out. He was able to manage this alongside his normal work so there was no disruption to standard work processes. They appointed the Finance Manager as the Project Lead. Targets were set for the installation following a roadmap and planning session with DocTech. Staff were shown how to use the software during the training sessions and all new members of staff are now trained as part of their induction.

**"Staff no longer waste time looking for documents. Documents are retrieved in seconds using fixed index. There is no more need for physical storage and the filing archives soon will be gone".**

Finance Manager, Challs International Ltd

## Benefits

Challs have seen a significant improvement in staff morale since implementing The DocTech Solution, particularly in those who need to regularly access documents. Staff can easily store and retrieve documents without having to leave their desks. Communication across all sites has vastly improved as staff are able to access the same information. Document Management has also increased Finance, Marketing and Sales department efficiencies and visibility to those who have access. The easy and quick access to documents has become the decisive advantage of the DocTech Solution. Staff and customers are satisfied with this quicker retrieval time. All necessary information is now available on screen with just a few mouse clicks. The time-consuming search in network folders and desks across the company is no longer. Document sharing, collaboration and customer service has improved greatly now that requests for information can be carried out live. The number of lost documents has been significantly reduced now that all documents are scanned, indexed, archived, and easily retrievable.

The DocTech Solution secures information and meets compliance mandates such as GDPR. Transparency, visibility and version control are ensured. It is easy to make documents immediately available to auditors.

## ROI

With DocTech Solutions, Challs are able to phase out physical storage and free up office space, for more productive use than storing paper. There is no longer need to create multiple document copies for different departments. Documents are scanned and stored in a centralised repository available for all authorised users. This has reduced paper based procedural costs, such as file cabinet and printing costs. The largest ROI is time.

Staff no longer waste time looking for documents or waiting for a colleagues approval. DocTech Solutions has optimised Challs workflows in all departments. This has streamlined the Challs' business processes, which lead to faster payment collection, lower purchasing costs, higher customer satisfaction and increased employee retention. All departments and suppliers benefit from this improved process.

Employees work smarter not harder, which increases staff efficiency and reduces operational costs and helping Challs to expand and move their business forward.

## About DocTech

DocTech is a leading provider of document management technologies and services, with clients throughout the UK and Ireland, varying in industry type, size and requirement. The system we provides organisations with the ability to collaborate on shared documents: To store, share and manage documents from one central location. This speeds up retrieval times whilst maintaining high levels of security - ensuring maximum compliance with industry and government regulations. Our Solution has enabled [hundreds of companies](#) to improve their business process performance, saving valuable time, money and staff costs.

DocTech can help you evaluate your current document management situation and related costs, assess your needs and develop bespoke solutions that support your business goals.

Our solutions involve qualified IT Engineers and System Architects, all at hand to offer a technical consultancy to assist with your specific system operation. We offer consultancy on all matters relating to document and data processes.

**For further information on how [DocTech](#) can add value to your business, please contact a member of the sales team on [0161 667 3390](tel:01616673390) or email [sales@doctech.co.uk](mailto:sales@doctech.co.uk).**

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