



➔ CASE STUDY: **Davies Lewis Baker**

## ➔ We helped Davies Lewis Baker improve productivity and enhance customer service

Davies Lewis Baker, Chartered Certified Accountants are a small general practice, located in the West Wales coastal town of Aberystwyth. The practice, established in 1920, pride themselves on upholding traditional professional values whilst utilising the latest technologies to improve efficiency and customer service.

### The Challenge

Davies Lewis Baker, a champion of new technologies, challenged their print provider Konica Minolta to improve productivity among their administrative staff. Jonathan Powell, Konica Minolta Sales Manager recalls, "Our customer challenged us to help him enable his skilled team members to spend their time adding value to their customers and not undertaking operative tasks particularly during the busy morning period."

The practice wanted a solution that would streamline their workflows as staff were spending large amounts of time copying and scanning paperwork.

### The Solution

Through their relationship with ProcessFlows, Konica Minolta were prepared to help their customer with

document management problems, recommending eCopy ShareScan. eCopy ShareScan is a scalable document workflow solution that captures and processes documents into searchable digital data and routes the data directly into the customers chosen workflows.

**"The scan share facility has enabled us to scan securely direct to client folders making archiving and retrieval of information far more efficient."**

*Mark Baker, Davies Lewis Baker*

eCopy ShareScan paired with eCopy PDF Pro, a PDF solution which offers the same functionality as Adobe Acrobat at a fraction of the cost, provide the practice with everything they need to take control

of document management. The practice can now annotate and allocate post and receipts to individual customer files in no time.

Document security is also a high priority for Davies Lewis Baker and eCopy ShareScan provides them with an additional layer of security, requiring users to login at their Multi-function Printers. This provides an audit trail, allowing the practice to accurately track documents, the moment they enter their system.

eCopy ShareScan enables the practice to copy, scan and index at their Multi-function Printer; allowing their staff to reclaim valuable time and focus on providing the very best customer service. Since using the solution, the practice has seen an increase in productivity and efficiency.

➔ For more information on RightFax, please email [sales@processflows.co.uk](mailto:sales@processflows.co.uk) or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG  
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