



## DICHTOMATIC STREAMLINE DEMANDING PAPER PROCESSES

### CUSTOMER

Dichtomatik Ltd is the leading UK specialist supplier for seals and rubber products for hydraulic, pneumatic, static and rotational applications.

### CHALLENGE

With over 55,000 product lines needing to be despatched to customers efficiently, the paper processes needed to be automated to save time, costs and increase accuracy to ensure customer satisfaction.

### SOLUTION

Twofold delivered a total paper automation solution to scan, OCR and manage documents electronically and software and mailroom equipment to dispatch post more efficiently.

### KEY BENEFITS

- Documents managed electronically increases efficiency
- Elimination of pre printed stationery saves further costs
- Increased customer satisfaction
- A total paper automation solution from one source, providing end-to-end support and integration



"Dichtomatik, is a very successful and rapidly growing company. This has been achieved by investing in quality systems. Having reviewed many different suppliers, we selected Twofold to solve our document handling issues and are already reaping the benefits"

Nick Taylor, MD Dichtomatik.

Derby based Dichtomatik Ltd is the leading UK specialist supplier of seals and rubber products for hydraulic, pneumatic, static and rotational applications. Dichtomatik has distribution centres in most European countries, feeding from a vast warehouse and technical centre in Hamburg.

Order processing, picking and delivery needs to be efficient with over 55,000 product lines and same day despatch on orders placed as late as 6pm. Daily orders are handled by integrated order processing applications, combined with a high investment carousel and physical pick and packing systems.

The manual processing, filing, retrieving and dispatching of documents became an important factor affecting the ability to meet primary business goals.

Craig Head, Dichtomatiks Quality Systems Manager said, "We looked for a single supplier to solve both our document management and our growing mailroom requirements. We selected Twofold based on their unique experience in this area, supported by a visit to one of their customer sites".

Since implementation, Dichtomatik bulk scan customer purchase orders along with signed picking notes. OCR routines capture data from documents, eliminating much of the previously time

consuming task of manual indexing. This has completely revolutionised the way documents are handled. It is no longer necessary to file and store paper.

Invoices are now printed on ordinary laser paper rather than expensive pre-printed stationery. These are then automatically collated and inserted into envelopes using one of Twofold's folder inserter machines.

*"The benefits of the new system have been immediate."*

These benefits include the elimination of time consuming filing with rapid document access and retrieval. This allows efficient handling of customer enquiries increasing customer confidence and satisfaction, as well as a substantial reduction in manual paper handling and postage costs.

Nick Taylor concludes, "We made significant savings on pre-printed stationery. We can also easily include promotional messages on our invoices which go direct to those customers best placed to take advantage of them. Before implementing this system we couldn't have even contemplated such flexibility."

# TWOFOLD®

DOCUMENT MANAGEMENT SYSTEMS: SALES & SUPPORT

### CONTACT US

TWOFOLD LIMITED  
77 Milford Road  
Reading  
RG1 8LG

t: 0118 951 9800  
f: 0118 951 9899  
w: www.twofold.co.uk  
e: info@twofold.co.uk