

How Do You Manage Your Important Files?

--- Industry ---

A major auto dealership in Tyler was overwhelmed by not being able to locate information in a timely manner. The service department was tasked with doing all repair order and invoice information searching manually. The documents were kept in filing cabinets then eventually boxed and moved into storage. To add to the problem, repair orders were often misplaced or misfiled making retrieval of the needed repair orders very time consuming. The dealership's Controller began looking at solutions to solve the problem. Their current system had scanning software to accomplish the task of going electronic; however, the software upgrade, necessary hardware, and personnel needed were not going to provide a viable economic solution.

Dimension Imaging was contacted to evaluate the situation and provide a solution to meet the dealership's requirements. Repair order documents were scanned and made available to the staff via their local area network. Documents were indexed by Customer Name and Vehicle Identification Number (VIN), which provided quick and easy access to the service staff. Additionally, multiple users can access the information at the same time

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