

Transforming Baan ERP documents with Formate Output Management Software at Viscount Catering



The Customer

Viscount Catering, part of the multi-million pound turnover Enodis plc, design, manufacture and sell catering equipment to industry, retail, and leisure sectors. For example they may well supply the frying range for your local fish and chip shop or perhaps the catering and serving facilities for your favourite Premiership football club.
<http://www.viscount-catering.com>

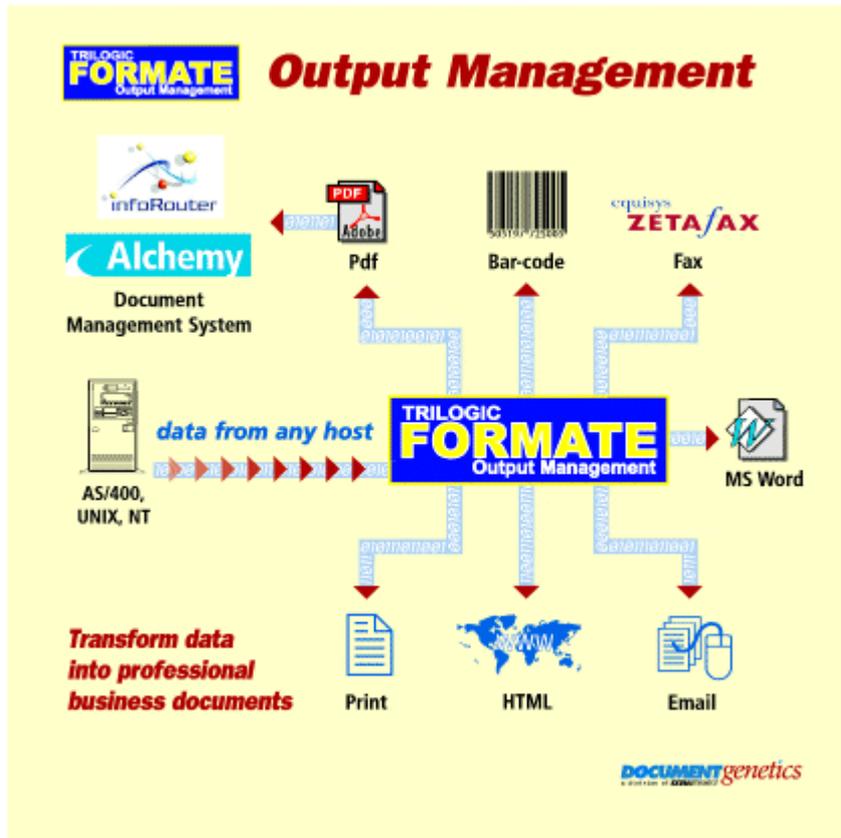
The Problem

Viscount uses the Baan ERP system throughout their business. Although happy with the transactional capabilities of Baan, they identified a number issues with the documentation it produced:

1. Their pre-printed forms looked old fashioned, were hard to read, and proved expensive to print and maintain.
2. They wanted to deliver documents more efficiently. Why print Purchase Orders when they could be faxed automatically!
3. They wanted to store documents electronically instead of keeping paper copies.

The Solution

Viscount chose the Formate output management system from UK distributor, *Document Genetics*. Formate provided a cost effective and robust system which could be implemented rapidly with no modifications to the existing Baan system.



Standard Baan print output is now captured by Formate, transformed into professional documents and delivered by the most appropriate method. Depending on the recipient a document may be printed, faxed, emailed or stored as an Adobe PDF file.

Dick Brundish, IT Manager of Viscount Catering, is delighted with Formate.

“Although our previous processes never failed us, we felt it was time to consider faster, more reliable and more efficient ways of working. Basically, we wanted to move from paper to electronic based processes and at the same time maximise our existing investments.”

The Benefits

Thanks to Formate, Viscount are enjoying a number of benefits: The company has revamped the layout of its documents using Formate and no longer needs to purchase expensive pre-printed stationery. This also means that if a company address or telephone number changes, multiple forms can be updated instantly without any cost impact due to wasted stationery. Finally, the electronic delivery of documents, where appropriate, saves time and cost.



Automated faxing of documents (using Formate's recommended fax solution, Zetafax), means that stationery and postage costs are virtually eliminated and staff can work more productively. Between three and five minutes per document are saved by faxing via Zetafax instead of via a conventional fax machine, generating significant overall cost savings. Finally, the new integrated communications system enables more immediate and faster communications with customers and suppliers, greatly reducing lead-times on orders.

Dick Brundish again: *"At Viscount Catering, we recognise that the staff we employ are the key to our success and underpin our good reputation. So the provision of systems to help them work more efficiently is a critical business process for us. The integration of Formate and Baan gives us a professional tool that enables us to work smarter, manage our communications better and provide a first-class customer service. I am also pleased to say that we are enjoying these benefits without having made any expensive modifications to Baan."*

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