

# PETERBILT TRUCK PARTS & EQUIPMENT

Industry Retail



KONICA MINOLTA

## Peterbilt, Silver State International Pair with Konica Minolta to Tackle Heavy Scanning Volume



### Challenge

Imagine being one of two employees tasked with scanning approximately 2,000 documents per day using just two scanners.

That was exactly the scenario at the co-owned Peterbilt Truck Parts & Equipment and Silver State International dealerships in Sparks, NV. The companies, with about 140 employees, sell and service a full line of on-highway, vocational and medium-duty trucks, including alternative-fueled vehicles and buses. According to office manager Anne Keele, "Selling just one truck generates a large volume of documents, in addition to the daily accounts receivable, payable and leasing documents. The volume was simply overwhelming."

They needed an efficient, server-based system that would help them move their paper-based documents into OnBase by Hyland, their document management system. However, their leasing contract with Toshiba did not include any options available that would help address the heavy scanning volume. They tried a third-party application that required a computer next to the scanner, but Keele said, "We didn't want to do that. It would've been too cumbersome and a lot more expensive."

So when the leasing contract expired, the dealership's IT Manager, Todd Scott, sought a more powerful, flexible and cost-effective solution. The objective was to not only address the company's heavy scanning volume, Keele noted, but to also allow other employees in the company to scan as well. A local IT company informed Scott that helpful solutions did exist, so he researched business process automation software that would help the company with its paperwork.

### Solution

Konica Minolta's Dispatcher Phoenix, a recent recipient of Buyers Laboratory's Award for Outstanding Document Routing and Workflow Solutions, provided them with the advanced scanning solution they needed. With its automated document processing and indexing features, full multifunction printer integration, and direct connection to OnBase, employees could quickly and easily scan, store and handle all of the documents coming into their office every day. Dispatcher Phoenix streamlined workflow, saved time and – most importantly – increased productivity. "The Konica Minolta salespeople really had their act together," said Scott. "Dispatcher Phoenix was easy to use, feature-rich and more affordable than other solutions."



### Customer profile

Name	PETERBILT TRUCK PARTS & EQUIPMENT, LLC
Address	2272 Larkin Circle, Sparks, NV 89431 Interstate 80 EXIT #21
Founded	1943
Number of employees	50-99
Business	PTP&E is a franchised Peterbilt Motors Company dealership offering parts and service
Web site	<a href="http://peterbilttpe.com/">http://peterbilttpe.com/</a>

Their mission is to build lifetime relationships with their customers, employees, and suppliers by offering a reputable, "Full Service Peterbilt Dealership", a superior product, advanced technology, industry leading training, and an unrivaled passion for customer-service and support while reflecting our core values of integrity, respect, teamwork, and attention to detail.

### Solutions

invoice workflow optimization

### Implemented system

Dispatcher Phoenix

OnBase for Enterprise Content Management (ECM)

## Case Study



## Benefits

"The power of Dispatcher Phoenix, combined with our new bizhubs®, has made our business much more efficient and productive," said Keele. "Now we're able to scan more documents and our employees can scan directly into OnBase from the bizhubs. It's a great system and it has been a huge timesaver. Now more employees from other departments can scan in their documents."

In addition to the Dispatcher Phoenix benefits, Keele noted that the Konica Minolta contracts are less expensive than the company's previous Toshiba contracts plus the bizhub multifunction printers support many functions that are more attractive as well.

## Results

"We've been very pleased with our Konica Minolta experience overall," Keele said.

"Konica Minolta salespeople come in quite often and check on us. They're very attentive. Whenever we have a problem, a sales person and a technician come right down. We have experienced very good response time from both of them. And Dispatcher Phoenix has allowed us to effectively address our scanning issues and allowed more of our employees to take advantage of its functionality."



Dispatcher Phoenix Provides Enterprise-Level Control Over Documents and Business Processes

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