



Spirax/Sarco USA

Customer Success Story-Manufacturing

Spirax/Sarco USA, the leading provider of steam systems, aims to provide knowledge, products, and solutions for the control and use of steam, air, and other industrial fluids for both industrial and commercial use throughout the United States.

With over fifty sales offices, 150 United States field representatives, four training centers, and 350 authorized distributors, Spirax/Sarco is committed to helping customers increase their productivity by offering only the finest solutions. Sometimes this means the building of a brand new system, other times it is the refinement of an old one. Their goal is to provide each and every customer with experienced steam specialists, quick response to service inquires, quick dependable delivery, post-sale service, and steam system evaluation support.

“Questys saves you time per hour. I do not have to file, or send invoices to other people. I can just send an email; I do not have to make copies of anything. It’s all in one system!”

Dawn Glisson,
Accounting Clerk,
Spirax/Sarco

Being an industry leader, it is vital for Spirax/Sarco to retain an excellent reputation among its clients. An organized record-keeping system is an essential component in maintaining important client documents and information. Prior to implementing Questys Solutions, Spriax/Sarco’s accounting department utilized a standard paper filing system. This system included numerous file cabinets and was seen as time consuming and tedious. A simple task of pulling a customer invoice would take minutes, and sometimes longer if the file had been misplaced. If the invoice

needed to be seen by other employees or the client themselves, a copy would need to be made, then scanned in, and then emailed to the appropriate contact. This process took up valuable employee time, and was seen as a reduction in employee productivity.

Seeing the need to improve their filing process, Spirax/Sarco’s IS manager began looking at content management systems. “Our IS manager looked at another vender... Questys was seen as more useful to our application than the other” explains Dawn Glisson, Accounting Clerk.

The solution to their problems was the implementation of Questys Pro which allows users to easily scan, organize, protect, and instantly retrieve documents electronically. This not only increases employee productivity, but it also reduces physical storage requirements, and saves money that was previously spent on file cabinets, folders, and copier paper. One of their current goals is to go completely paperless. “We are trying to do the document imaging to get rid of the papers. It is easier to file and find the invoices this way” Dawn Glisson, Accounting Clerk.

Since its implementation, Spirax/Sarco USA has recommended Questys Solutions and its products to other businesses and organizations. They claim that the levels of communication and business efficiency has improved since utilizing Questys Pro.

Overview:

COMPANY

Spirax/Sarco USA

HEADQUARTERS

Blythewood, SC

INDUSTRY

Manufacturing

NO. OF EMPLOYEES

300

BUSINESS CHALLENGE

- Accounting department supports important customer invoices.
- Easy retrieval of these invoices is vital to successful business operation.
- Standard paper filing system was time consuming and often resulted in misplaced documents.

SOLUTION

- Questys Pro: An affordable, easy-to use and flexible document management solution that eases the process of storing and retrieving customer files.
- Questys Capture: Barcode scanning allows for virtually touch-less data entry.

RESULTS

- Searchable database enables quick response to customer requests.
- The number of lost or misplaced files has dramatically reduced.
- Improved employee productivity and efficiency
- Reduced physical storage requirements.

