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CASE STUDY

ENGINEERING INDUSTRY

Michael Baker Corporation

CHALLENGE
- Costs associated with file organization and storage grew to become a major issue
- Time sheets, expense reports, and other records were distributed in multiple formats and media, taking anywhere from a couple of hours to a week to get to the proper person at headquarters
- Regional offices began buying equipment to solve there own problems, not the company-wide problem, costing the company time and money

STRATEGY
- 30 offices were equipped with at least one eCopy-enabled solution
- Created an eCopy Quick Connect™ button to customize the copier
- The firm is scanning invoices for processing; replacing faxes with e-mail; scanning and storing files, saving typing time with the optical character recognition (OCR) function; sharing work files among offices; and scanning manuals and publications for group distribution

RESULTS
- Offices scan mileage sheets and send them to the corporate fleet department, replacing the labor-intensive copy/mail/fax method
- Paper expense reports are integrated with the Oracle enterprise resource management (ERP) application
- Expenses are tracked even faster, trends are spotted and acted upon, and potential problems are anticipated early
- Productivity has improved wherever eCopy has been deployed

ABOUT MICHAEL BAKER CORPORATION

Michael Baker Corporation (http://www.mbakercorp.com/) provides engineering and energy expertise for public and private sector clients worldwide. The firm's primary services include engineering design for the transportation and civil infrastructure markets, operation and maintenance of oil and gas production facilities, architecture, environmental services, and construction management for building and transportation projects. Baker has more than 4,400 employees in over 40 offices across the United States and internationally.

"eCopy has proven to be a valuable tool in providing a less costly way of transmitting time sensitive information and saving time in processing invoices. eCopy has shown a return on investment in a very short time. As we become more advanced in our knowledge and are more creative in the ways we utilize the functions of eCopy, we will be better positioned to move into the future."

— **Patricia Meyers**
Assistant Vice-President of Office Services
Michael Baker Corporation

CONSTANTLY HAVING TO RE-TYPE AND RE-SCAN INFORMATION...

For most of Michael Baker Corporation's history there was little centralized control over office equipment purchases. As a result, "We had old analog copiers, faxes, and personal printers in all of our offices under separate leases," says Office Services Manager Joe Miller. With its decentralized nature, the cost associated with file organization and storage grew to become a major issue that demanded a solution. Time sheets, expense reports, and other records came to headquarters in all manner of formats and media. They frequently took a long time in transit.

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"Faxes have been reduced and will continue to decrease as more users become comfortable with the system. We also have some clients that use eCopy, and they appreciate being able to share this resource with us.."

— **Joe Miller**
Office Services Manager
Michael Baker Corporation

As a result, regional officers were taking matters into their own hands. Just as regional offices had once negotiated their own leases on copiers, they were now beginning to purchase desktop scanners and storage software without any centralized guidance. If the situation was left unchanged, the firm would end up paying for more than it needed due to the lack of standardization. "An organized company-wide solution was needed," Miller says.

A SWIFT CANON/ECOPY SOLUTION SAW NO MAJOR PROBLEMS...

Thirty company offices were set up with at least one eCopy equipped system. About 650 users have been trained to date, with more on the way. Not that the training demands are rigorous - "The learning curve for basic scan to desktop was very fast," Miller says.

The Canon/eCopy solution has already produced massive benefits for Baker. Today, the firm is scanning invoices for processing; replacing faxes with e-mail; scanning and storing files, saving typing time with the optical character recognition (OCR) function; sharing work files among offices; and scanning manuals and publications for group distribution. Additionally, Baker is replacing printed applications and forms with scanned files, and archiving plan files.

AN INCREASE IN EMPLOYEE PRODUCTIVITY...

For example, today, offices scan mileage sheets and send them to the corporate fleet department, replacing the labor-intensive copy/mail/fax method. The OCR feature saves considerable re-keying hours, which has made it a favorite of administrative assistants. Other savings come from the faster transmission of information; down time that used to be spent waiting for conventional mail, faxes, and so on has been eliminated. These are impressive benefits, and Baker continues to expand its uses for eCopy. Using the Quick Connect feature,

Baker is now integrating expense reports with their Oracle enterprise resource management (ERP) application. Regardless of their location, employees "lay a record on a scanner, hit the eCopy icon, and send it directly to a folder on our network that can be pulled into the main corporate database," Miller says. This new, rapid influx of global data brings a myriad of benefits: expenses are racked even faster, trends are spotted and acted upon, and potential problems are anticipated early.

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