

Giltrap Group



Giltrap Porsche racing ahead with superior, paper-free service documentation

100%

Reduction of time
to find documents



97%

Faster retrieval for
Porsche AG audits



DIGITAL

Storage replacing
physical



DocuShare Flex

FUJIFILM
Value from Innovation

**Process
Automation**



With its Service Department drowning in paperwork, Giltrap Porsche looked to FUJIFILM and its DocuShare Flex cloud document management solution for digital answers. In a matter of weeks, paper-based service records were converted into electronic documents stored online. As a result, Giltrap Porsche has revolutionised service documentation and set a precedent for eliminating paper within the wider Giltrap Group.

CHALLENGE

The general manager at Giltrap Porsche Markus Tsoumas says a digital solution was necessary given the increasing liability placed on motor vehicle repairers. "We've focused on a dramatic improvement on documentation, with very accurate records of vehicles, what is done by whom, and when. This is necessary for many reasons, not least to avoid any misunderstandings or disagreements with customers over whether or not damage or losses occur while their vehicle is in our possession."

PAPER HOLDING PORSCHE BACK

Tsoumas adds that these paper and video records would quite frequently be called

upon, sometimes months or even years after the fact. "For example, if a vehicle comes in without a logbook, the technician would write that fact down on the back of the repair order; the logbook obviously can't be stamped. Then, much later, you get a customer coming back saying 'you lost my logbook'. We'd then need to get into the records room and find the proof."

There is one more high-pressure situation where the records are required: each year, Porsche AG audits Giltrap Porsche with a particular focus on warranty claims which are charged back to the vehicle manufacturer.



WE RECORD A VIDEO OF EVERY CAR WHICH COMES IN, WE CAPTURE THE WARRANT OF FITNESS AND REGISTRATION DETAILS, TYRE SIZE AND TREAD, ODOMETER READING, AND RECORD ANY IMPERFECTIONS OR DAMAGE. THIS IS EVIDENCE JUST IN CASE A CUSTOMER COMES BACK AND SAYS WE'VE CAUSED A PROBLEM — AND THOSE COMEBACKS CAN HAPPEN A LOT,

MARKUS TSOUMAS
GENERAL MANAGER
GILTRAP PORSCHE



THE AUDITORS WOULD IDENTIFY A RANDOM SAMPLE OF 100 FILES; WE'D THEN HAVE TO GO TO THE RECORDS ROOM AND DIG THEM OUT. AND THAT CAN TAKE HOURS AND HOURS

OUR FOCUS

TIME

PHYSICAL FILING AND
RETRIEVAL WAS TAKING UP
MORE THAN 2 DAYS EACH WEEK



AUDITS

PORSCHE AG AUDIT REGULARLY
TOOK 4+ HOURS TO GATHER
INFORMATION NEEDED

SPACE

PHYSICAL DOCUMENTS WERE
TAKING UP A LOT OF SPACE AND
THIS WOULD ONLY CONTINUE



NOW, IF WE NEED A RECORD, WE JUST PUNCH
IN THE NUMBER PLATE OR JOB NUMBER
OR CUSTOMER NAME AND EVERYTHING WE
NEED IS RIGHT THERE AT OUR FINGERTIPS

IT ISN'T A BIG CHANGE IN HOW OUR PEOPLE WORK; INSTEAD
OF DROPPING THE DAY'S SERVICE RECORDS INTO A FILING
TRAY, THEY NOW GET SCANNED STRAIGHT INTO THE CLOUD.



SOLUTION

Having previously worked with FUJIFILM Process Automation for the automation of its accounts payable systems, the Giltrap Group called on the solution provider's proven expertise to digitise its service records. The FUJIFILM team proposed DocuShare Flex, a cloud-based document management solution that provides the Giltrap Porsche service department with a complete data retention and access system.

DocuShare Flex is a web-based content management platform with user-driven workflows that's scalable to match changing business requirements. It's built to integrate with existing business systems, and flexible enough to extend into other departments – which, in Giltrap's case, is likely to soon prove useful.

MATCHING THE SPEED OF A 911

Tsoumas says the implementation of DocuShare Flex took place over

several months, but only involved around one week's worth of targeted work. "We had a relocation at the same time and we're generally very busy; making the change from paper-based to an online electronic system also required some changes to our business processes, including the introduction of a desk-side scanner for each of our service advisors. That said, it isn't a big change in how our people work; instead of dropping the day's service records into a filing tray, they now get scanned straight into the cloud."

Initially, he notes, the company is running the old system in parallel with the new. "That's just to be sure we really don't need the paper documents while we iron out any teething problems with the new system. But ultimately, we're looking forward to not having to store tonnes of paper."



**IT'S JUST A BETTER
WAY TO WORK AND
A STEP INTO THE
21ST CENTURY**

FUTURE COMPANY WIDE ROLL-OUT



**PLAN TO ROLL
OUT SOLUTION
TO THE WIDER
GILTRAP GROUP**

RESULTS

Electronic document storage immediately alleviates the overhead of manual filing and retrieval, something Tsoumas says consumes two days' worth of time every week. "Now, if we need a record, we just punch in the number plate or job number or customer name and everything we need is right there at our fingertips."

DocuShare Flex is also a single source of information which was previously stored in four different systems; it includes the videos, photographs and service records in one location. When a customer requests evidence of repair or other details, a response is given immediately on the phone, followed by a screenshot by email if required. "This means a direct boost to our customer service. There's an indirect boost too, because we no longer need to waste time ferreting around in the file room,"

SPEEDING AWAY FROM PAPER

The last time Porsche AG did its audit, Tsoumas and his assistant spent over four hours finding the

required records; he now looks forward to the next audit. "It'll take 5 minutes, maximum. In fact, we can give the auditors access to the system and they can pull the sample themselves, along with any other records they might like to consider."

Perhaps most importantly, the exercise has served as a proof-of-concept which can be rolled out to the wider Giltrap Group. "We're a small cog in the bigger Giltrap machine. When we introduce this solution groupwide, we'll really see a big reduction in paperwork and the physical space needed to store documents," says Tsoumas.

Digitising with FUJIFILM is delivering efficiency, ease of information access and immediacy. "With centralised information, finding everything needed is fast and simple. We no longer have to pay someone to file documents. And audit compliance is straightforward, and the system is accepted as best practice by the vehicle manufacturer. It's just a better way to work and a step into the 21st century," Tsoumas concludes.



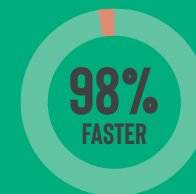
**THIS MEANS A DIRECT BOOST TO OUR CUSTOMER SERVICE.
THERE'S AN INDIRECT BOOST TOO, BECAUSE WE NO LONGER
NEED TO WASTE TIME FERRETING AROUND IN THE FILE ROOM**

MORE TIME FOR VALUE ADDED WORK



**MANUAL FILING &
RETRIEVAL EACH
WEEK CUT FROM
2 DAYS TO 0**

**240 MINS TO 5
FOR AUDIT
PROCESS**



EFFICIENCY

COST

**NO LONGER
PAYING STAFF TO
FIND DOCUMENTS
SSS**

Need expert advice on Electronic Content Management?

Get in touch today to start your own Digital Transformation

ABOUT FUJIFILM PROCESS AUTOMATION

FUJIFILM Process Automation specialise in true digital transformation for your business. Our people are experts who listen, understand, consider what's possible, then anchor your digital transformation around the processes and goals that exist within your business.

Pain points in your finance department, repetitive manual tasks, lack of process or finance visibility, paperwork that slows down employees and destroys customer experience are the kind of things we are on a mission to stamp out.

We have a solid track record, and our team's knowledge and experience have enabled many New Zealand businesses to gain a competitive edge. Our customers' success is what sets us apart.

From Accounts Payable to Document Management, Smart Forms to Digital Signatures, we have the tools, knowledge and drive to help your business succeed in this ever changing digital world. Get Automated today.

[BETTERBUSINESS-FBNZ.FUJIFILM.COM](https://betterbusiness-fbnz.fujifilm.com)



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