

Industry:

Wholesale Packaging Materials

Table of contents:

- i. Introduction
- ii. Challenges
- iii. Solution
- iv. Benefits

Summary:

Find out how Docsvault helped an Australia based Packaging Service company to meet their core objectives.

"An unexpected benefit of having Docsvault was the capability for certain roles within our business to seamlessly move to remote working as a consequence of COVID-19 restrictions, allowing our business to continue normal operations with no interruption.

If we did not have Docsvault our ability to manage with the strict COVID-19 restrictions in Melbourne would have been a very different experience."

– Philip Mallia

Business Manager



Introduction

Just In Time Packaging Pty Ltd supplies commercial and industrial packaging. They specialize in servicing small and medium size in Melbourne. They maintain a large range of packaging stock and also manufacture custom packaging.

Challenges

At **Just In Time Packaging Pty Ltd** paper based manual workflow process was the leading cause of operational bottlenecks. It caused great inconvenience as people had to sit at desks in the office waiting to review and approve documents. Paper-based content approval workflows were too linear and inefficient which presented challenges for concurrent sharing of data. Ongoing review of paper based workflow process could not provide the flexibility that they required.

Maintaining a traditional paper based document management system required huge storage space. As per the company policy, the company required to store paper records for a minimum period of seven years which was highly expensive as inherent cost of office space, paper and cabinet costs, manually filing and retrieving paper documents were sluggish.

Solution

Docsvault enabled **Just In Time Packaging Pty Ltd** to replicate their paper processes within Docsvault's simple environment allowing for a smoother adoption and familiarization with the software. Going digital immediately freed up lot of space and reduced the cost of duplicate printing and cabinets.

Docsvault's Automated Electronic Workflow improved the approval process and maximized efficiency by eliminating manual and paper-based processes. Each employee can now benefit from the elimination of human error and physical presence at desk when it comes to redundant tasks and processes. 'Document Tasks' enables the team to route documents and assign tasks to multiple users for better collaboration on a document. *"Document Tasks' is an important feature I rely on for my role."* Says Philip Mallia, the Business Manager.

Regulatory Compliance is another aspect that was well achieved with the help of Docsvault's Records Retention module that helped managing of records much easier. *"Reliable and secure maintenance and then location of historical records is easily achieved with Docsvault."* adds Philip Malia.

Benefits

Docsvault's enterprise grade document management tools have made it possible for 'Just In Time Packaging' team to work remotely as a consequence of COVID-19 restrictions, allowing their business to continue normal operations with no interruption. The company has profitably managed the business even with the strict COVID-19 restrictions in Melbourne.

"An unexpected benefit of having Docsvault was the capability for certain roles within our business to seamlessly move to remote working as a consequence of COVID-19 restrictions, allowing our business to continue normal operations with no interruption. If we did not have Docsvault our ability to manage with the strict COVID-19 restrictions in Melbourne would have been a very different experience." states Philip Malia.

Docsvault's fine grained 'Document Security' tool entitled very effective role accountability and controls. The administrators can now retain full control of their confidential data.

With Docsvault's excellent and timely support, 'Just In Time Packaging' team has been able to enhance user interface, increase productivity, save time, lower costs and seamlessly effect their business process.