

**C & F Automotive: Docsvault is a One Solution for All Needs**

**Industry: Automotive**

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**Summary:**

Find out how Docsvault helped a large automotive company to overcome their challenge of document access and organization in this case study.

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*“Improve your control over the output of your employees work. Improve transparency and establish higher standards of service and quality assurance.”*



– Denis McCrohan  
(NPI/Systems Engineer)

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**Introduction**

C&F Automotive Ltd. is a part of a global manufacturing group and is involved in designing, developing and manufacturing exterior trim components in stainless steel and aluminum for the global automotive industry.

**Challenges**

C & F Automotive were riddled by unstructured documentation, which made it difficult for them to find their documents. This was crucial, especially when they were at a remote customer location and needed access to the right documents, and quickly. They tried to meet the challenge halfway by carrying documents on a hard drive or memory stick, but were still not satisfied with the results.

**Solution**

After they opted for Docsvault document management system, they right away eliminated all these challenges. Their documents were now well-organized and quickly accessible. Despite the initial reluctance to embrace change, every one quickly adapted to the new document management system because of its user friendliness and result-oriented features.

**Benefits**

Two major reasons cited by Mr. Denis McCrohan to adopt Docsvault were its functionality and pricing. Some of the Docsvault features that people at C & F Automotive can't do without are revision control, document profiling and web access.

These features plus the plethora of other document management and control features have allowed them to improve control and transparency at work. Docsvault has also allowed them to improve customer services and according to Mr. McCrohan, “Docsvault is now seen as “our” customer portal to manage their issues.”

Another important area where Docsvault has helped them is regulatory compliance. They can not only perform e-audit with ease but also meet ISO/TS 16949 requirements. All in all Docsvault has helped C & F Automotive to manage and organize documents better. Also, they are now in a much better position to provide excellent services to their customers than ever before.