

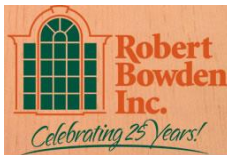


web-based document management **online / on demand**

## Manufacturing Case Study

### Robert Bowden Improves Customer Service with Rapid Access to Records

Robert Bowden, Inc. (RBI) is a privately held wholesale building material supply and manufacturing corporation headquartered in Marietta, Georgia. They have been delivering quality products and services to the construction professionals of the Atlanta metropolitan market since 1983. Their primary task is to manufacture, assemble, sell, deliver, install and service a wide range of quality products in the most efficient manner possible.



#### The Problem

Because RBI deals with so many supply vendors, their paper-based Accounts Payable filing system was slow which made it difficult for employees to find specific invoices when disputes arose or for reconciliation. Sometimes it could take hours or days to find the paper invoice.

#### The Solution

When they turned to PaperHost for help, PaperHost was able to implement a solution that empowers everyone at RBI to quickly access the information or the image required within seconds.

Now as invoices come in throughout the month, the invoice is scanned and the purchase order and invoice numbers are captured. Then at the end of each month, they cut a check for all the invoices due each vendor. The check is scanned and the check number is also captured.

RBI has automated a daily database upload from their AP software as well that ties all the invoices with each check number and populates a variety of other fields so they have multiple ways to locate checks and invoices as well as reporting options.

#### Summary

With the improved system, they have eliminated the embarrassment of lost invoices. Customer service with all their vendors is at an all time high and RBI has been able to grow their business without adding additional personnel.

*"The ROI from using PaperHost is incalculable."*

*Greg Lucas,  
President*