

Perry Technology Corporation

New Hartford, CT

Connecticut-based Perry Technology Corporation produces custom gears and splines for the aerospace industry. For more than 50 years, the company had the same processing policy: manually collecting and shipping paper files to the customer at the end of each individually-commissioned job.

Perry Systems Manager Mike Gilchrist knew his mid-size company had to electronically archive its documents to become more efficient. When he saw the scalable management solutions offered by Laserfiche Document Imaging, the choice to “go paperless” was obvious.

“It was like comparing the U.S. mail system to e-mail,” Gilchrist said.

Now, Perry’s customers, each of them dependant on products unique to each order, are reaping the rewards of much-improved customer service.

“We can store both electronic and paper files within the same document folder,” Gilchrist said. “When the customer has a question, all we do is click on the folder and it’s all there, every aspect of our relationship. Also, storing all e-mail correspondence in one secure area allows us to have an effective audit trail for jobs that turn into problems.”

In the detail-oriented manufacturing business, numbers and details are everything. With Laserfiche, employees can search the database for any number that appears on a purchase order, a feature their business system cannot provide.

For example, by searching for “Vacu-Cad” applications, Gilchrist can quickly find which parts and costs are associated with that service.

Gilchrist also uses Laserfiche to digitally print weekly reports and send them to customers. The customers can then begin their own processing work, weeks ahead of the usual schedule of delays while waiting for paperwork to arrive in the mail.

Laserfiche also works from a workflow standpoint. Gilchrist used to have to fill out stacks of paper for each employee every week. Now he simply e-mails a Laserfiche document.

“Laserfiche is a very handy tool, from a management standpoint,” Gilchrist said. “We like the way the document can be organized like a web browser; the ability to send documents via e-mail; the way you have the option to print to paper or Laserfiche. It’s versatility fit everything we needed.”

“In addition to AS9100 compliance, Perry Technologies has taken the Laserfiche software and used it for productivity management and communication with customers,” said John McNickle of Continental Computers, Inc., the Laserfiche value-added reseller that sold Perry the solution. “Laserfiche is a good set of tools to help manufacturers who need to update their operation.”

“Perry Technology Corporation is one of many Laserfiche installations that has found a creative way to use our software to streamline their operation,” said Nien-Ling Wacker, President and CEO of Laserfiche. “Our easy-to-use, scalable solution enables a diverse return on investment for end-users, from reduced labor cost to new long-term agreements.”