

## Technical Inspection Document Management

Profi laboris d.o.o.



Canon Therefore enabled a unique digital archive accessible via the web



### Company name:

Profi laboris d.o.o.

### Industry:

Technical inspection

### Established in:

2010

### Based in:

Croatia

### Services:

Occupational safety, environmental protection, fire protection, and employee training

### Web page:

[www.profilaboris.hr](http://www.profilaboris.hr)

### Cooperation with Canon:

6 years

### Goal:

A robust document management system that can be used to archive paper documents related to a company's core business and enable customers to access these documents.

### Challenges:

- Storing and enabling access to extensive paper documentation for employees and customers via the web
- Increased security
- Timesaving

### Approach:

Implementation of an advanced document management solution by a global company with guaranteed partner support. The solution was partly financed by EU funds.

### Canon solution:

Therefore Information Management software with Web Access and Therefore Portal components, combined with Canon's imageFORMULA fast document scanners: DR-M160II (4 pcs), DR-F120 (5 pcs), and DR-C240 (2 pcs).

### Results



**Simplified work for employees** and less time needed to find documents - greater productivity.



**Digitized document archive** available to employees and customers via the Therefore Portal.



**Lower costs** and faster access to documents



Documents and digital archive are now much **safer, yet still accessible.**

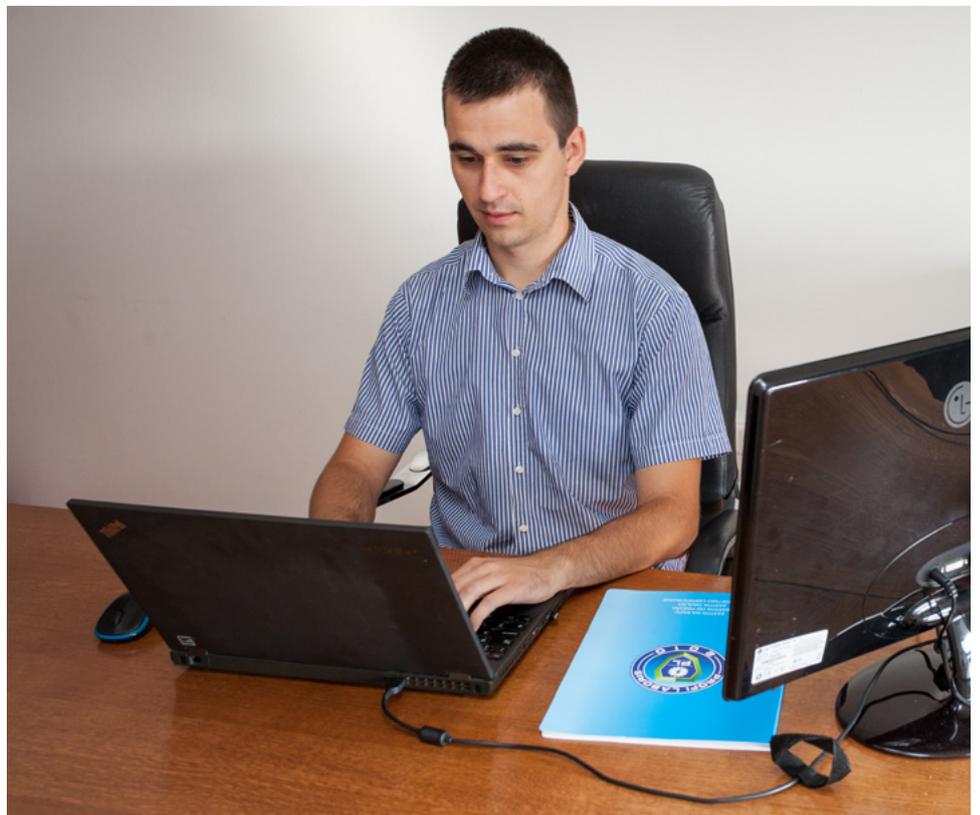
**Canon**

Profi laboris d.o.o.'s core business is regular certification of work machines, including technical inspections and employee training for operating the machines.

It is authorized to issue certificates and documentation for machines, devices, and electrical installations to users. During the process, extensive paper documentation is created and given to customers, and data are stored in a program. Since there is a risk of data change due to changes in regulations, one copy of each document must be printed and stored in archive, in case a customer loses his copy and he is asked by inspectors to provide it. Finding documents in folders used to take a lot of time; for some documents it used to take several hours and involve all the employees. Moreover, all basic operations (invoices, offers, incoming mail, contracts) were paper-based.

The process, from sending an offer up to performing the highly technical work, used to last up to two months, and monitoring those paper documents was often very difficult.

Browsing documents was big burden for Profi laboris, and using PDF files on local discs was an unsatisfactory solution due to the low level of security. Browsing documents, which were often stored outside of the office, used to take 10 man-days (i.e. 80 hours) per month. Annually, Profi laboris issues around 12,000 documents, which results in around 80,000 pages of paper.



### Introduction of quality document management system as a tool for business and customer support

Per agreement with their supplier and authorized Canon partner KSU (they use the Canon multifunction device imageRUNNER C3580i), they were offered the document and data management solution Therefore, which makes data browsing significantly faster. Although the investment is huge for a company with 15 employees and 0.5 million Euro turnover, Profi laboris



We process up to a thousand documents per day, so scanning speed is an important factor in our decision. That is why we use fast two-sided document scanners.

decided to implement it, based on their successful application for support from EU funds.

"We decided to go for a quality solution provided by a reliable international company and their partner, whom we trust," said Edo Perović, IT director at Profi laboris.

"Considering the nature of our business, we could not go for customized solutions offered by local suppliers, because scalability, security, and reliable partner support are very important for us, and all these things are provided by a global solution. Canon is supplier that provides full integration of software and hardware, which, for example, was not offered by some competitors' solutions that we also considered. The usability of the



Timesaving that is reflected in employee productivity.

**10-15%**  
Timesaving



solution and all its advantages have justified the investment.”

In addition to faster document retrieval as a main reason, Perović also mentioned data security, because document loss causes direct liability and loss of trust from customers. Profi laboris operations were also complicated by the fact that it was not possible to work with different versions of documents, which resulted in the duplication of old papers. Finally, digitization also brought added value for customers, who can now access their documents via the internet.

“The company’s priority was to introduce a digital archive that enables us fast browsing. Functionalities that we then offered to customers and inspectors were developed later, but we knew we would obtain those functionalities with the document management solution. Therefore.”

Implementation of the solution lasted 90 days from the beginning of negotiations until activation and employee training. Profi laboris has used Therefore since September 2015.

### Availability of documents to employees and customers

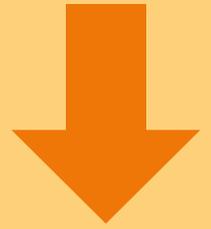
Most Profi laboris employees work from home or in the field, and they can access internal documents via the Therefore Portal. They offered this access to their customers as well: an advantage that other similar solutions do not have.

When a Profi laboris employee finishes a technical inspection, he places a QR code sticker on it. He fills in a protocol in the application, prints it out and signs it. Then he digitizes the document and sends the original to the customer. When entering the document into Therefore, an employee assigns a code to the document, and based on this code the application indexes the document and makes it available via the QR code. For monitoring the documents, unique QR codes with their own URL address are used. Those codes are stuck to each device that is being certified. The codes lead to a web page on which documents related



Printing costs at Profi laboris amount to 3% of total costs.

**30%**  
reduction in  
printing costs



to the device are stored. Documents are protected by username and password, and, for inspection purposes, access to documents can be granted to other selected authorized persons for a limited period of time.

“Since this is a specific use of QR codes in terms of customers, certain customizations of the solution were needed, and support from Canon and their partner KSU was of utmost importance. It was important to enable importing documents with relevant indexed information (customer/machine code), and Therefore performs indexing and web-publishing itself,” Mr. Perović said.

Every device has its own code, which makes life easier for both inspectors and customers, because they do not have to look for records for each device based on its serial number, but they can simply read the code with their mobile phone.

“The Therefore solution also supports the introduction of electronic signatures for inspection protocols, which will simplify our work, because one protocol has to be signed by several authorized persons. Once the law permits this, we will be ready,” says Perović.

This solution also enables processing of other business documents, such as invoices, offers, bank statements, and so on.

### Fast office equipment

“We process up to a thousand documents per day, so scanning speed is an important factor in our

decision. That is why we use fast two-sided document scanners.”

Profi laboris chose the fast document scanners Canon imageFORMULA DR-M160II, DR-F120, and DR-C240 and the Therefore document management solution with two licenses (Named



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and Concurrent) and client applications Web Access and Portal. Additional license is for Content Connector.

### A solution that directly affects business

At Profi laboris they stated that the main advantages of Canon's solutions are data security, digitization, and accessibility, both for employees and customers. Thanks to the unique digital archive, which can be accessed by third parties as well, they managed to attract three new major clients and retain several key customers, too.

The results of the implementation were apparent within a very short period. "We achieved savings both in time and in finances. Timesaving is 10 to 15%, which is reflected in employee productivity. Printing costs were reduced by 30%, which represents up to 3% of total costs," said Perović.

At Profi laboris they are thinking about various improvements that will enable them to use the solution even better. In the next development phase, they will increase productivity by introducing work process automation. This way, forms will also be added to the Portal, so it will not be necessary to fill in documents any more. Thanks to the new version of Therefore, customers will also be able to enter data, taking over certain processes, and thus reducing employees' workload.

They definitely do not lack ideas on improving the processes, and the flexibility of the Therefore solution enables them to gradually implement those ideas.

## Financing with EU funds

Profi laboris partially financed the implementation of the Therefore document management solution with funds from the European Fund for Regional Development, through the "Implementation of information and communication technology for improvement of business processes" tender. They applied for the tender for 70% of the project value based on their "Introduction of a unified information system into Profi laboris d.o.o. processes" project.

The European Commission monitors the project from application to implementation, and it may monitor its realization even later. Because of those requirements, Profi laboris chose a global solution that is supported by at least three partners and can justify the investment.

#### Canon Europe Ltd

3 The Square  
Stockley Park  
Uxbridge  
Middlesex  
Ujedinjeno Kraljevstvo  
UB11 1ET  
Tel: +44 208 588 8000  
Fax: +44 208 588 8001

[www.canon-europe.com](http://www.canon-europe.com)

#### Canon Croatia d. o. o.

Kovinska 4a  
10090 Zagreb  
Tel: +385 1 5579858  
[www.canon.hr](http://www.canon.hr)

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