Imagine Service

The Imagine service provides business analysis, design, configuration, hosting and support for a document imaging system that enables customers to reduce their paper-based workflows and to replace them with cost-saving custom electronic workflows. The service uses the ImageNow product.

Challenge

The Travel and Entertainment (T&E) system receives myriad receipts and documentation required to reimburse staff travel and entertainment expenses. Processing this volume of material was time-consuming and documents would frequently go missing. Additionally, departments used shadow systems to maintain their own records of submitted material. Processing and approval could take several weeks.

Project Scale: Small

- In-house development
- Two-person Imagine team
- Three T&E functional staff members
- One PSI consultant
- Four-month time frame
- Moderate effort hours

Solution

By implementing the ImageNow system, the documents can be processed electronically and made available via the T&E system. Documents can be scanned, faxed, and emailed into the system by staff and departments. Using ImageNow automating options, information is available for processing as soon as the documents enter the system.

Time spent on processing, approval, and reimbursement has been cut to an average of one week.