

AKZO Nobel Decorative Coatings is part of AKZO Nobel, a Global Fortune 500 company listed on both the Euronext Amsterdam and NASDAQ stock exchanges. Based in the Netherlands, AKZO Nobel supplies customers throughout the world with human and animal healthcare products, coatings, and chemicals.

AKZO Nobel Decorative Coatings has operational bases in about sixty countries and employs about 30,000 people. In Ireland, the company supplies high-quality paints to customers throughout the country, generating a very high volume of invoices and their related delivery notes. With a correspondingly high volume of customer queries to answer, AKZO Nobel Decorative Coatings needed a document management system that would allow them to provide faster service to their customers. With their existing system, document retrieval was inefficient, causing significant delays in responding to customers' requests for information. ▶

**AKZO Nobel Decorative Coatings automates information retrieval and delivery for improved customer service and more efficient business processing.**

“The ADOS system was implemented on time, on budget and most importantly, to the agreed system specification. From day one it did what we expected of it.”

– Jeff Gallagher, IT Manager, AKZO Nobel Decorative Coatings

## INFORMATION AT A GLANCE

**Company Name:**

AKZO Nobel Decorative Coatings

**Country:** Ireland

**URL:** [www.akzonobel.com](http://www.akzonobel.com)

**Industry:** Manufacturing

**Implementation Partners:**

Canon Ireland Business Equipment Ltd.

**Key Challenges:**

- Lack of security
- Slow and costly document retrieval
- Two month backlog in document processing
- Delayed payments caused by slow response to queries
- Single-user access to documents on microfiche

**Implementation Highlights:**

- Canon provided an end-to-end solution with ADOS software. This system established a scanning solution with real time access for all new records and transferred all existing documents from microfilm to COLD storage.

**Key Benefits:**

- Instant access to documents
- Multi-user access to documents
- Significant reduction in outstanding credit days
- Early return on investment due to reduction in operating costs

**Hardware:**

- HP DL380

**Operating System:**

- 2003 Advanced Server

**Database:**

- SQL 2000. Service Pack 2

## The Problem

With AKZO Nobel's previous system, records were stored on microfilm. Documents such as invoices with their related delivery notes provide proof-of-delivery and are, therefore, essential in answering customers' queries. Due to the high volume of customer deliveries, there is a high retrieval-rate for these documents. To address a customer's query, an employee had to retrieve the record from microfilm, causing significant delays in getting the requested information to the customer. The resulting poor customer service was causing a negative effect on AKZO Nobel's cash flow.

In Ireland the company supplies high-quality paints to customers throughout the country. This generates a very high volume of invoices and their related delivery notes. These delivery notes provide proof-of-delivery and are, therefore, essential in answering customers' queries.

Due to the high volume of customer deliveries, there is a high retrieval-rate for these documents. Previously...

- Documents were stored on and retrieved from microfilm
- Microfilm retrieval process caused delays in answering customers' queries
- Poor customer service was effecting cash flow

## The Total Approach to Technology

To eliminate the inefficiencies caused by the existing system, AKZO Nobel needed to implement a new system that would make delivery notes immediately available to any of the accounting staff. In researching the market for a suitable document management system that would satisfy this critical need, AKZO Nobel discovered ADOS at an industry trade show.

## The Solution

AKZO Nobel implemented the ADOS document management system after learning that ADOS would provide all of the functionality it was seeking, particularly the capacity for virtually unlimited storage, which ADOS makes possible by its use of RAID technology.

Following detailed discussions with AKZO Nobel staff, ADOS configured and installed a new document management system that met all defined requirements. The installation and training proceeded smoothly and on schedule within thirty days. In one highlight of the implementation, ADOS used its COLD module to automatically archive AKZO Nobel's invoices and link each invoice with its associated delivery notes.

Thanks to their new ADOS document management system, AKZO Nobel achieved its goal of immediate access to delivery notes, resulting in a significantly reduced number of credit days outstanding (DSO) and greatly improved customer service.

AKZO Nobel  
uses ADOS to  
simplify document  
creation efficiency,  
improve customer  
service and  
reduce costs.

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