

eCopy Delivers Savings on a Global Scale

Multiplying the Power of Digital

CommScope was sold on digital. This world leader in the design and manufacture of wiring and cabling solutions for telecommunications, cable TV, and local area network (LAN) applications had installed Canon imageRUNNER copiers throughout its Hickory, NC corporate headquarters. In only a few months, the power, functionality, and flexibility of these machines had already started to deliver impressive results throughout the facility.

But there was still one major area that the copiers alone couldn't address ... and it was costing the company over \$9,000 per month.

CommScope's International Sales Department produces thousands of paper documents each month in support of its selling effort. The process often begins with detailed responses to Requests for Proposals (RFPs) and Requests for Quotes (RFQs). If the bid is accepted, the company must then provide specs of its proposed solution, plus complex implementation plans, including large-scale wiring diagrams. All of these documents must be sent to CommScope sales offices and customers sites worldwide. Many come back for additions and are then redistributed for further review.

"We have to communicate all documents quickly to meet proposal and project deadlines," says David Teague, IS manager for CommScope corporate. "We also have to make sure there's a fast, easy way to make on-going changes and updates to the documents every step of the way. Our fax machines allowed us to meet all of those requirements. But international long distance charges were very high. We thought we had no alternative but to pay and keep on paying. Until we saw an eCopy demo."

Connecting with eCopy

CommScope had purchased its imageRUNNERS from their local Canon Authorized Dealer. Their sales representative had worked closely with them to identify and deliver the right solution for the company's business requirements. So when the rep strongly suggested that they evaluate the eCopy Suite of products, they were happy to take a look. What they saw impressed them.

"We immediately recognized how appropriate the eCopy solution was for us," says Teague. "For our International Sales Department, it provided all of the benefits of fax without any of the associated telephone costs. That's where we decided to use it initially. But we also saw that the entire company could eventually benefit from making eCopies our standard way of distributing and storing paper documents."

The rep also showed that eCopy could provide seamless integration with CommScope's Lotus Notes application, plus offer flexibility in the selection of document formats. As a result, the company quickly purchased the eCopy Suite and installed it on an imageRUNNER 400 in International Sales.

Connecting with Savings

The eCopy Suite delivered exactly the results that CommScope was looking for immediately. Users could scan RFPs, RFQs, schematics, blueprints, etc., and send them electronically to their international destinations in seconds. Many revisions, additions, and other changes could quickly be made within the electronic document using eCopy Desktop software. More complex or comprehensive revisions could be made on the paper document, which could then be re-scanned and e-mailed.

"The eCopy solution paid for itself in approximately 21 days. Now, everything we save on fax and overnight charges goes right to the bottom line"

David Teague
IS Manager
CommScope, Inc.

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eCopy’s ease-of-use eliminated extensive training. In a matter of minutes, everyone who had previously faxed documents had learned to send eCopies.

“We expected to save money, but we didn’t expect savings of this magnitude so soon.,” said Teague. “We covered the entire stream of payments on the lease of both the copier and the eCopy suite in 21 days. Now, the \$9,000 we save each month goes directly to the bottom line.

eCopy Becomes Part of a Long-Term Solution

With the solution’s ability to deliver such impressive results, CommScope has made eCopy part of the entire corporation’s long-term document management solution. As their plants worldwide begin to come off existing leases, equipment will be replaced by imageRUNNERS equipped with the eCopy Suite.

“We are constantly sending documents of all types among our facilities,” says Teague. “After seeing the eCopy Suite in action, we realize how much we’ll be able to save by sending eCopies instead of the financial, manufacturing, HR, and other paper documents that now tie up our telephone lines and build up our costs.”

A Profile of CommScope

CommScope (NYSE:CTV) is the world’s largest manufacturer of coaxial cable for cable television applications, and is a world leader in the design and manufacture of high-performance, high-bandwidth cables for telecommunications applications. It is also a leading supplier of electronic and fiber optic cables for Local Area Network (LAN), wireless, and other communication applications.

CommScope’s coaxial and fiber optic cables are primarily used in Hybrid Fiber Coaxial (HFC) networks being deployed throughout the world. The company also connects intra-building networks via high-performance, high-bandwidth Unshielded Twisted Pair (UTP) and fiber optic cables. CommScope has recently entered the wireless market with innovative high-frequency cables that connect the wireless antennae to their transmitters. The company also produces cables designed for switching and transmission applications in telephone central offices.

Corporate headquarters for CommScope are located in Hickory, NC, with manufacturing facilities in the U.S., Europe, and South America.

