

Canon/eCopy solution helps manage an impressive 97-year history

Over its 97-year history, Franklin Park, IL-based Sloan Valve Company has consistently developed and marketed revolutionary plumbing products for commercial and residential use. Most washrooms in office buildings, stadiums, airports, and other public facilities in North America are standardized on Sloan Valve products.

Unfortunately for Sloan Valve, the long history also meant a massive amount of paper documentation that somehow had to be stored and then made easily available for review. Each new year brought the need for new file cabinets or even complete new rooms to accommodate document storage. Sloan Valve IT Administrator, Debi Luff knew there had to be a better way.

“We were spending way too much time and resources archiving and retrieving financial and other important documents,” said Luff. “At the same time, we were trying to deal with current documentation. For example, we were getting monthly, 500-page cell phone bills that had to be divided up by user. We would then copy each user’s information and send it along for verification through company mail. Then, we’d wait for everyone to get back to us before authorizing payment. If there was a problem, the number of paper copies and the complexity increased accordingly as the service provider got involved. Once everything was resolved, the 500+ pages would then add to our document storage issues. I decided to find a solution that would simplify our entire document management process.”

Sold by eCopy’s ease-of-use

Sloan Valve was approaching the end of its contract with Xerox for the company’s copiers. This offered the ideal opportunity for the company to evaluate a number of different document management solutions. According to Luff, all the digital copiers they tested seemed to offer the same capabilities until they saw the Canon/eCopy solution in action at their local Canon dealer.

“The minute I saw what eCopy could do and how easy it was to use, I was sold,” said Luff. “As the demo went on, I kept thinking of new ways we could use the Canon/eCopy solution to streamline our document management process.”

After the demonstration, Sloan Valve placed an order for fifteen Canon imageRUNNERS, five of which were equipped with the eCopy ScanStation. The eCopy units were placed in the five departments that had the greatest document management challenges - Finance, Human Resources, Sales/Marketing, Purchasing/IT, and the foundry in Arkansas – and they immediately began making a difference.

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IT Administrator
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Enhancing the flow

In the first few weeks of implementation, Luff used the Canon/eCopy solution to quickly scan in two years’ worth of old phone bills and other documents, burn them onto a CD, and shred the original paper documents. This new workflow increases efficiency in a number of ways. First, it eliminates the need to store paper documents, reducing cost, and freeing up valuable space. Second, the availability of documentation on CD makes it much faster and more convenient to retrieve needed information. As time permits, IT and the other departments will gradually convert the majority of their paper documentation into the much more manageable, electronic format.

Working from a scanned document also streamlines the review and approval process. In the case of the monthly cell phone bills, for example, copies of each user’s record are now e-mailed for approval. If an issue arises, a copy of the specific item in question can also be e-mailed to the service provider, allowing both parties to see and address problem areas quickly. IT is also using the Canon/eCopy solution to e-mail contracts and quotes to vendors, resulting in impressive savings in long distance fax charges.

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Other departments are experiencing similar results. For example, HR will dramatically reduce the amount of staff time needed to copy, archive, and retrieve key employee records by saving them all on CD. They have also increased efficiency by using eCopy Desktop to create forms that can be completed online, thereby eliminating the need for scanning them into the system.

Luff expects the use of eCopy to increase significantly as more and more Sloan Valve employees receive formal training on the system. “That’s one of the most impressive things about this product,” said Luff. “People leave the training sessions actually excited about all the great ways they can use eCopy to make their lives easier and their departments more efficient.”

A profile of Sloan Valve Company

Sloan Valve Company pioneered many revolutionary plumbing products for commercial and residential use in office buildings, stadiums, and airports. Since its introduction in 1906, the company’s Royal Flushometer diaphragm-type valve has become a standard in the plumbing industry. Today, the Franklin Park, IL-based manufacturer supplies electronic flushometers, faucets, hand dryers, and programmable water-control systems. Sloan Valve enjoys a market leadership position worldwide due, in large part, to the company’s ability to deliver unmatched, proprietary performance through superior engineering. In survey after survey, Sloan Valve’s brand is preferred above all others.

