

How Laserfiche Works for **Medical Device Manufacturers**



Your company may have an efficient supply chain and a highly skilled workforce, but the more successful you become, the more difficult it is to keep track of order-related paperwork and improve employee productivity.

Laserfiche enterprise content management (ECM) solutions help medical device manufacturers optimize business processes and reduce operating costs by making information both more accessible and more secure.

By digitizing paper archives, Laserfiche enables employees to instantly pinpoint the information they need. By automating document-related tasks, Laserfiche helps manufacturers increase productivity by automatically sending the right information to the right people at the right time. Secure Web access allows organizations to share information with remote offices, while user- and role-based security options ensure compliance with FDA standards.

With Laserfiche, you can:

- Guarantee that essential, job-related information can always be found.
- Process orders quickly and accurately by electronically routing them to manufacturing teams.
- Eliminate production bottlenecks by automating complicated procedures.
- Facilitate compliance with ironclad security and auditing features.
- Integrate seamlessly with existing software applications such as ERP and CRM.

Which Departments Benefit from Laserfiche?

From accounting and human resources to production and sales, all departments will benefit from a Laserfiche solution.



Order Paperwork

- Contracts
- Engineering change notices
- Shipping documents
- Change requests
- Bills of lading

Customer Specifications

- Material safety data sheets (MSDS)
- AutoCAD drawings and documents
- Product data sheets
- Compliance documentation
- QA test results
- ISO 9001 specifications

Accounting

- Vendor agreements
- Invoices
- Purchase orders
- Accounts payable documents

Human Resources

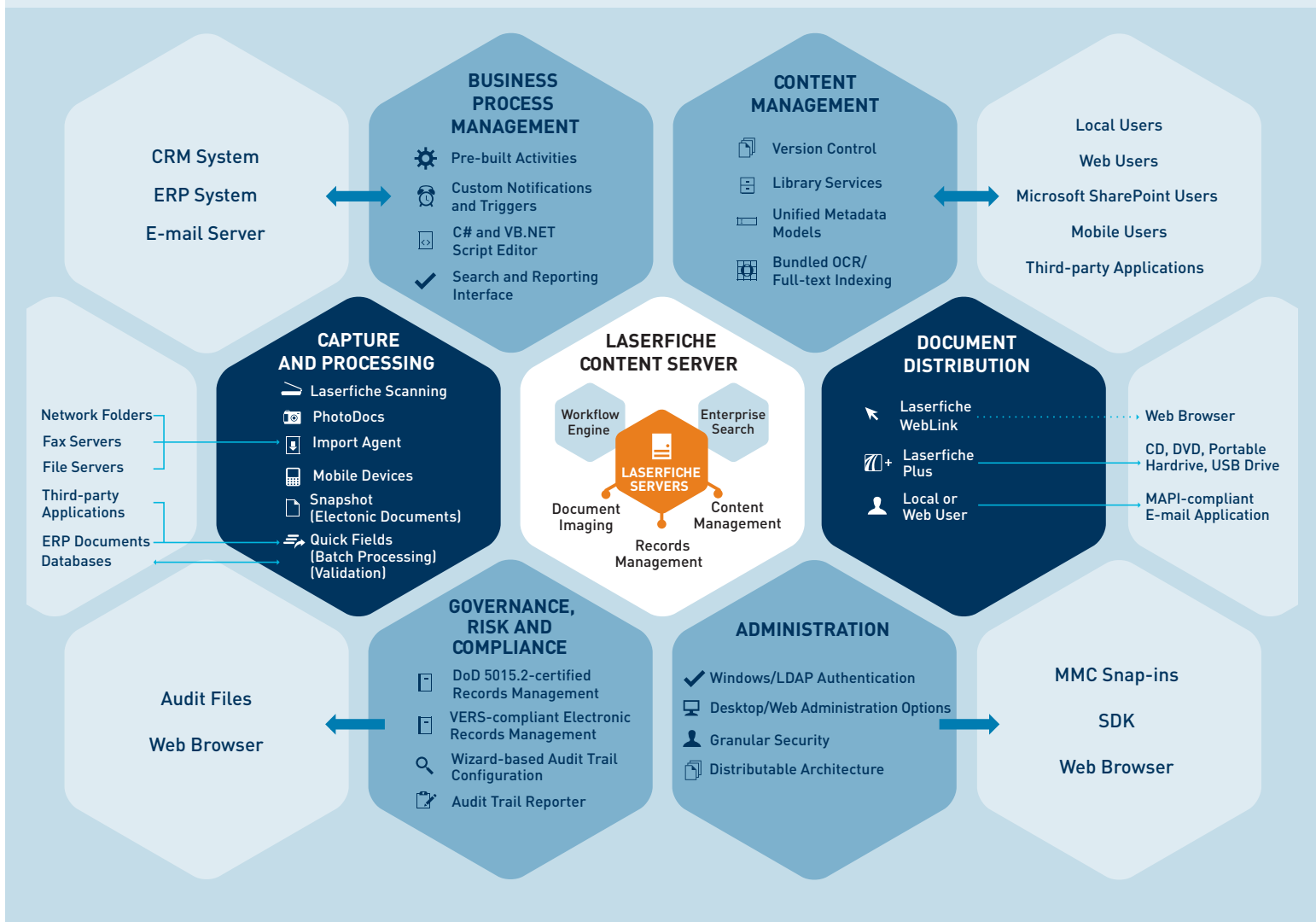
- Applications
- Benefit elections
- Time sheets
- Expense reports
- Vacation and sick leave requests

System Topology

The functionality you need now and the scalability you'll want later.

Available with Laserfiche Rio:

- A **licensing server** to produce licenses as you determine system topology based on your specific needs.
- Unlimited **Laserfiche content servers** that provide document imaging, document management and records management functionality as part of the core architecture—not through separate modules that are stacked together.
- A fully functional, **true thin-client interface** that does not require any software to be installed, maintained or updated at the workstation level.
- The **Laserfiche Workflow system**, capable of automating business processes in high volume transactional environments, as well as customizing the way the system reacts to user input.
- A built-in **auditing solution** for security and compliance.
- DoD 5015.2-certified **Laserfiche Records Management Edition**, with integrated records management, security, auditing and reporting capabilities.
- **Production-level document capture and processing**, including a variety of image enhancement, data extraction and processing tools to automate document identification, indexing, classification and filing.
- Fully customizable, read-only **public Web portals**, with unlimited public portal licensing.
- An **SDK** that includes COM, .NET and Java libraries, as well as an ADO.NET provider.



Case Study: Improving Manufacturing Processes at RMS

As a contract manufacturing company that specializes in medical device implants and surgical instruments, precision is a chief concern for RMS. For over forty years, the company has ensured the accuracy and quality of its products, spurring expansion and business growth. But as the organization grew, some of its processes failed to evolve along with it.

“As a contract manufacturer, we fulfill a substantial number of jobs every year,” explains Michael Eklund, information systems coordinator at RMS. “We used to place all of the order information into a file folder and pass it around to multiple teams throughout our 155,000 square foot machine shop. As you can probably guess, files went missing and people spent a lot of time trying to track them down.”

To improve the efficiency of its manufacturing processes, RMS selected Laserfiche.

Leveraging Laserfiche Workflow for Business Process Management

RMS relies heavily on Laserfiche Workflow to accelerate shared business processes across its plants in Minnesota and Tennessee. “Our biggest accomplishment is our ‘green folder system,’” says Eklund. “It’s what we use to distribute the information that’s necessary for creating every instrument and every device.”

Using Laserfiche Workflow’s graphical user interface, RMS configured the system to perform activities based on the newly defined steps and sequence. When a new product is requisitioned:

- Order information including POs, prints, quotes and manufacturing data is scanned into Laserfiche.
- Order information is electronically—and automatically—delivered to the departments involved in the manufacturing process.
- Department heads digitally sign off on the information.
- Supervisors can log into Laserfiche and see which departments have acknowledged receipt of the information.

“In the past,” says Eklund, “employees would physically walk hard copy folders between departments on the plant floor. It was hard to figure out which departments had seen what, and where exactly each order was in the manufacturing process. Thanks to Laserfiche, information now has a clear and consistent path around the factory floor. It never gets lost and it’s easy to track exactly what’s going on at any given time.”

“The Heartbeat of Our Company”

Aside from automating and streamlining key business processes, RMS employs Laserfiche to:

- **Create Device History Records (DHR).** Employees used to generate these records manually, spending hundreds of hours on data entry each year. Today, the company includes barcodes on job-related paperwork so that when a device is shipped, a DHR is automatically generated by scanning the barcode and ensuring that the record is properly named.
- **Electronically file accounts payable paperwork.** RMS uses barcodes on accounts payable paperwork so that it is electronically filed after it is scanned into the system. This practice saves the accounting department two hours every Friday.
- **Provide instant access to job-critical information.** Laserfiche has made life much easier for machinists, who now have instant access to engineering blueprints and specs from virtually any computer on the factory floor.

All in all, Eklund says, “Laserfiche is the heartbeat of our company. It’s a great system to administer, and a great system to use.”

Quantifiable Benefits

- Cut order processing time from 8-10 weeks down to just 72 hours.
- Saved \$70,000 through the automatic generation of DHRs alone (\$50,000 on outside service and \$20,000 on labor/storage).
- Converted storage space into manufacturing space.
- Saved over 200 hours of staff time annually by automating the accounts payable process.
- Eased FDA audits with a comprehensive audit trail showing who has created, moved or approved any given document.

About Laserfiche

Since 1987, Laserfiche has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 32,000 organizations worldwide—including Fortune 1000 companies across a range of industries—use Laserfiche® software to streamline document, records and business process management.

The Laserfiche ECM system is designed to give IT managers central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite supports Microsoft® and Oracle® platforms.

Your Next Step



Get more information

laserfiche.com/manufacturing



Arrange a demonstration

(800) 985-8533



Learn more

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Long Beach, CA 90807

Product Suite

The Laserfiche system is designed to be straightforward to purchase, deploy, extend, administer and support. Laserfiche solutions deploy quickly and easily scale to accommodate both an increasing number of users and high-volume repository growth.

Laserfiche Rio®

laserfiche.com/rio

- ▶ Enterprise content management
- ▶ Document imaging
- ▶ DoD 5015.2-certified records management
- ▶ Business process management
- ▶ Complete auditing and security controls
- ▶ Production-level document capture and processing
- ▶ Unlimited Laserfiche servers to support backups, failover clusters and testing environments

Laserfiche Avante®

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- ▶ Document management
- ▶ Business process management
- ▶ Optional Web client and Audit Trail tracking
- ▶ Optional DoD 5015.2-certified records management

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