



CUSTOMER PROFILE

The LAAR Group is a set of market-leading companies in logistics and security systems, being in the middle of an expansion phase in Latin America, with presence throughout the territory of Ecuador and Colombia.

LAAR Courier Express SA specializes in providing flexible logistics solutions, which includes delivery of products domestically as well as distribution and freight management.

With more than 30 years of expertise, and an annual turnover of \$ 5,000,000, LAAR Courier Express SA currently has approximately 400 employees distributed among various departments of the company.

BUSINESS SITUATION

Regarding to each transaction, thus generating a large volume of documents that require storage in leased warehouses, in order to meet Ecuadorian tax regulations.

The original process involved scanning each document with the purpose of storing them digitally organized by month, day, and location in a completely manual process.

The scanned documents were sent to the Customer Service department for archiving and the boxes were delivered to the warehouses on a weekly basis. Clearly, there was no control mechanism present to ensure that all required documents were archived in electronic format.

This not only hindered the monitoring of information and documentation, but moreover caused customer dissatisfaction due to delays when requesting information about a specific transaction; costing LAAR Courier Express SA considerable time to retrieve the required documentation.

SOLUTION

LAAR Courier Express SA implemented DocuClass with the support of ECUACOPIA SOLUTIONS. Initially, the main goal was to replace the old software and store documents electronically in a centralized repository, secured, and accessible from anywhere in the enterprise at



any time. The implementation of the first stage took less than a week and included system configuration, scanning stations, and training for users and IT personnel. Stage one (the implementation stage) was complete. Convinced of the benefits solution offered, LAAR Courier Express SA decided to initiate a second phase, which consisted in an integration between DocuClass and the proprietary accounting system developed in-house. Currently, LAAR Courier Express SA has a document-based process that has enabled the company first of all to establish internal controls that ensure the quality of the information stored in its accounting system by cross-checking with DocuClass, and secondly increase customer satisfaction with a flexible and fast mechanism to find documents.

BENEFITS

With the previous system, LAAR Courier Express SA was able to handle about 2,000 documents a day in each city. Today with the support of DocuClass, LAAR Courier Express SA has

multiplied several times the number of documents processed daily, DocuClass helps to control the delivery and Any LAAR Courier Express SA employee from anywhere in the enterprise can access all information through DocuClass regarding a transaction or a customer instantaneously and completely online. The search

capabilities offered by DocuClass allowed LAAR Courier Express SA to streamline the process of the collection, distribution, package delivery, billing, and customer service. The integration between DocuClass and the company's accounting system has enabled LAAR to increase the efficiency of the billing cycle; not only by eliminating manual data entry, but also more importantly, benefitting from crosschecking information stored in their line of business systems as well as DocuClass.

"LAAR Courier Express SA decided to work with DocuClass solution and ECUACOPIA SOLUTIONS because of the versatility in searching for documents, facility to access information stored in DocuClass, and ongoing support of CIMA Software."

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