Industry:	Engineering
ERP System:	MAC-PAC
Solution:	CPPD/DocStore

The Background

Established in 1969 and based in Cornwall, UK, the internationally renowned Allen & Heath is an industry standard setting manufacturer of digital and analogue consoles.

It has a distribution network that spans 80 countries and a client list that includes the esteemed Pink Floyd and The Who, as well as customers who are using its equipment in a variety of venues including nightclubs, theatres, schools, concert halls, conference facilities and churches.

The Problem

Allen & Heath was faced with several business challenges. The key challenge was to reduce the cost and time taken to distribute documents to customers and suppliers. Other challenges included the need to digitally archive all documents instead of keeping hard copies, as well as being able to have more modern looking output.

This prompted Allen & Heath to research solutions to address these challenges. The use of email as opposed to posting to reduce document distribution costs and delivery time was an obvious first step, coupled with an automated electronic archiving solution. This led Allen & Heath to implement CPPD/Document Management.

"Several factors prompted us to choose CPPD/Document Management including the ease of use of the product, and the reasonable price structure. We also loved the great archiving solution provided by CPPD/Docstore and the friendly and helpful support staff."

The Xone: 4D from Allen & Heath

Tony Dean, Data Processing Manager

The Solution

- CPPD/Print
- CPPD/Email
- CPPD/Docstore

The first two modules to be implemented were CPPD/Print and CPPD/Email. The core CPPD program reformats the spooled file and then adds graphical elements, such as logos etc. After querying the customer or supplier database for the favoured method of document distribution (whether it is a purchase order, statement or invoice, etc), the document is then delivered as an email or paper copy as requested.

CPPD/Docstore, which was the final module to be installed, is Cobwebb's C.O.L.D. archiving solution. When a document has been created by CPPD, a PDF version of said document is simultaneously created, Indexed and archived by Docstore. The archiving solution allows anyone to access any document among millions within seconds. Docstore therefore ensures

IBM Business Partner | **CPPD/ Document Management**

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that none of the company's business critical documents will ever get lost again as well as allowing Allen & Heath to respond rapidly to supplier or customer enquires thereby increasing the quality of service.

The Implementation

CPPD has been developed in such a way that it is intuitive and easy to use. This means that customers are able to implement and manage their own document management solution.

However Cobwebb also provide a full outsource service as well as an implementation support service for customers with limited resources at the time of implementation.

Proving the applications ease of use, the team at Allen &Heath chose to carry out the implementation process themselves, and were successful in going live.

The Success

According to Tony Dean,
Data Processing Manager
at Allen & Heath;

The ZED-14 from Allen & Heath

*"CPPD/Document Management has totally addressed
the relevant business problems we were facing. We have seen
very tangible time savings, for example we have decreased the
time needed to support the product and are able to quickly design new documents."*

He adds,

"The whole company and our customers have felt the benefits from this product even when not directly involved because there is more time to devote to running the business. All our senior management are very happy with the product and the solution that was provided by Cobwebb Communications Ltd."

Cobwebb Communications Ltd has been providing paperless process management solutions for the System i since 1985.

Now providing a complete System i Document Management Solution, the CPPD suite of products allows you to Capture, Create, Distribute and Archive documents electronically and directly from your ERP system.