

## Owen Springs implements Zetadocs for NAV to increase customer service and efficiency

### Equisys solution reduces costs through automated document delivery for UK spring manufacturer

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Owen Springs have implemented Zetadocs for NAV from Equisys, allowing them to automate the delivery of documentation created by Microsoft Dynamics NAV. Zetadocs for NAV helps accounts departments improve efficiency, enhance customer service and reduce the costs associated with producing and handling paper documents. Fully certified for Microsoft Dynamics NAV, it automates the delivery of financial documents and integrates with SharePoint to provide secure document storage and fast retrieval. Following implementation of Microsoft Dynamics NAV in April 2009 by Profile Enterprise Solutions, Zetadocs was recommended by Profile to increase the efficiency of daily invoice, and monthly remittance and statement runs.

Muniza Brazier, IT & Systems Manager at OSL Group Ltd, explains: “Having to print out each invoice, fold it and put it in an envelope to send out was far from cost and time efficient. Recent postal strikes and the snow storms of early 2010 compounded the issue, leading to customers receiving invoices late and difficulties getting payments in on time.”

Zetadocs for NAV is now used by 10 employees across Owen Springs’ Rotherham main site and Darlington distribution depot, linked together across a Wide Area Network (WAN). The system is used principally by the accounts and administration teams who now send almost all accounting documentation electronically via email or fax, printing documents only on specific request. The sales and production departments then also use the solution on a more ad-hoc basis to handle requests for copy invoices or supporting documentation such as delivery notes, and Zetadocs is used at their trade sales desk, giving cash customers the option of having the invoice emailed or faxes to them. Other users at Owen Springs also use Equisys’ fax server software, Zetafax, to enable them to send and receive faxes directly from their PC, saving additional costs and improving efficiency across the organization.

“The installation and set-up of Zetadocs on site was incredibly smooth,” continues Brazier. “The Profile and Equisys team really explained what they were doing and how the system was configured. Our first batch of emails was sent without a hitch, and we are now confident that we can manage the system in-house with extensive knowledge at Profile and Equisys if we need it. Most customers took up the option of having the documents delivered electronically, and saw it as a positive step forward for the business. Zetadocs is saving us a lot of time, will save us money, and has made communications for our users a lot easier. Overall, we’re also providing a better service to our customers.”

Part of the OSL Automotive Group, Owen Springs design and manufacture all types of spring for automotive and rail customers across Europe. Formed in 1983 in Rotherham, Owen Springs is the largest manufacturer of springs in the UK and has a technical library of over 6,000 different types of spring.

To view the full Owen Springs case study along with other case studies for Zetadocs and Zetafax, please visit [www.equisys.com/company/customers.html](http://www.equisys.com/company/customers.html).

## About Equisys

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and a family of Zetadocs® products that include Zetadocs for NAV/GP and Zetadocs PDF.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value – backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries which are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and delivering electronic documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer. Zetadocs integrates seamlessly with Microsoft Dynamics

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.

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## About Profile Enterprise Solutions Ltd

Profile was formed in 1989, with the objective of providing total IT solutions to businesses across the UK. From the outset the emphasis was, and remains, providing the 'best of breed' products and services to their customers. In this way, Profile have ensured that word-of-mouth recommendations and referrals have accounted to a large part of the increase in their customer population. Their partnerships with customers are of increasing longevity and effectiveness.

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