

Document Solutions for Food Distribution

Major Food Distributor partners with MTS Software Solutions Results in increased bottom-line revenue

Summary

This distributor of perishable items in the south Florida area provides service to resorts, cruise ships, restaurants and schools. The timely service, incredible quality of their products, and the attention to detail with customer service is second to none. This company has been servicing their customers since 1925 and currently exceeds \$800 million in yearly revenue. To increase efficiencies and effectiveness with their customers they turned to MTS Software Solutions.

Challenges

- Excessive use of paper
- Expensive storage fees for all paper based receipts and other documents
- Ineffective time management based on retrieval practices which lowered quality customer service

Why Fortis with MTS Software Solutions?

- Automated capture process and indexing stores electronic documents in the Fortis repository in real-time
- Automatically scans, indexes and retrieves customer files and receipts
- Allows for increased quality of customer service due to increased productivity

“The benefits of the solution that MTS provided has increased our work flow processes exponentially. Their attentive sales staff, techs, and customer service has helped us with the transition of going paperless. They have saved us time, money, and paper and we couldn’t be happier”

– Company spokesperson

Solutions provided by MTS Software Solutions

- MTS Software Solutions offers local, direct support to this distributor
- MTS provides a one-stop shop solution by providing all hardware, software, conversion, and service support

ROI

- Increase office space by eliminating all paper
- Profits continue to rise due to automated processes
- Decrease spending on paper and storage
- Increase productivity within the employee base