



## CUSTOMER SOLUTIONS

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### **DOCUMENT MANAGEMENT: Saving people, time & money**

As many business owners know, juggling the number of people you need to get the job done is never an easy task. Ben Ottinger, owner of Centrex Technical Sales, was reluctant to add more personnel to his growing company unless he was assured there was enough work to justify the expense. But how to keep on top of the increasing demands of customers, contractors and suppliers?



Centrex Technical Sales

Centrex, a wholesale distributor of sanitary equipment for the food, beverage and pharmaceutical industries, covers a wide territory, from Virginia and Maryland down through North and South Carolina. Ben's 10 employees needed to get to important information quickly and easily, without searching through cumbersome file cabinets or hunting frantically around the office for multiple pieces required for a proposal.

Ben turned to Cobb Technologies for solutions. Cobb's document solutions specialists listened to Ben's needs for increased efficiency for his employees; greater accessibility to important documents such as packing slips, invoices and material test reports; and quick, effortless distribution via Internet fax/email of requested information to customers.

**COBB'S SOLUTION:** Implement a document management system utilizing Intact Document Solutions software for Centrex's key employees that would make Ben's growing business as efficient and productive as companies with much larger payrolls.

### **The Results**

- **Time savings in retrieving important documents – what once took 3-5 minutes now takes less than 1 minute.**
- **Employee efficiency is way up – doing more with the same number of people is now a reality.**
- **Customer satisfaction increases daily since requested information is now sent on the spot, when and how customers want it.**
- **“Intact has been a great tool to maximize our existing people. It's like having extra employees, but without the personnel costs.” Ben Ottinger, Owner, Centrex Technical Sales**

Ben says utilizing Intact in his business has helped “create space in everyone's day.” And who couldn't use a little more space in their day?

***Experience the COBB Solution.***

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