IDT Helps HAVI Global Systems Establish Foundation of Technology and Experience

New Solution Helps Reduce Costs, Create Efficiency, Provide Disaster Recovery, and Establish a Higher Level of Customer Service

For over 30 years, HAVI Global Solutions has pursued a single, focused mission: to provide global leadership in strategic sourcing, project management and execution, and supply chain analytics and integration for the food service and retail industries. Their highly valued relationships with designers, manufacturers, distributors, shippers, and other partners in the supply chain allow them to offer a uniquely comprehensive set of services and cost efficiencies that are shared among all of their customers.

Serving the packaging, project, promotional and analytical requirements for such time-honored partners as McDonald's and Coca Cola, each year, HAVI Global Solutions handles all the details of planning, developing, procuring, forecasting, tracking, storing, and delivering billions of products, food items, packaging materials, and promotional items.

HAVI Global Solutions works behind the scenes providing economic value to their customers who depend on them to make sure the "right product in the right quantity is delivered to the right place at the right time for the right cost." No matter where on earth it's headed.

> HAVI Global Solutions wished to reduce costs, create efficiency, provide disaster recovery and establish a higher level of customer service. In order to accomplish these goals, they turned to IDT.

In order to maintain their reputation for developing superior solutions for their customers, HAVI Global Solutions wished to reduce costs, create efficiency, provide disaster recovery and establish a higher level of customer service. To accomplish these goals they turned to IDT to help them introduce a content and workflow management system with enterprise-wide capability to the organization.

As a first step, IDT recommended the Accounts Payable process as an initial point of focus for the new project due to: its presence nearly everywhere in the company, the large volumes of paper involved, and the need for managers and others to have the ability to see supporting documentation at any time during the AP process.

Starting with the AP process would involve elements of content management, workflow and line-of-business integration. This would establish an excellent foundation of technology and experience on which HAVI Global Solutions would be able to build for future initiatives, supporting their larger enterprise vision.

IDT proposed a packaged solution, called an IDT Pilot Pack™, that contained a combination of hardware, software, services and support, which ultimately would:

- Ensure the integrity of financial content in the event of user error, natural disaster or other catastrophic events

- Free valuable employee resources to focus on value-creating activities by eliminating wasteful and tedious paper management tasks

- Reduce the overhead of a paper-based process by reducing on- and off-site storage requirements, copy and printing supplies, and courier/mailing fees

Before the implementation of IDT's proposed Pilot Pack solution, HAVI Global Systems' departments had to manage and store large volumes of paper and electronic documentation. This critical content was managed through a combination of paper filing and network document storage resulting in time-consuming document retrieval, precious office space consumption by filing cabinets, costly off-site storage, and a tremendous amount of duplication.

The initial Accounts Payable solution included technology from IDT, Kodak, HP, and Stellent that would enable:

- **Invoice Capture** – wherein groups of documents are scanned, reviewed for quality and saved as electronic batches for access by the voucher entry staff. This allows all further processing of the invoices to occur electronically, eliminating costs associated with filing, storing, duplication, and lost documentation.

- **Invoice Search and Retrieval** – Upon indexing and filing of invoices, AP processors (and anyone with appropriate access privileges) will be able to search and retrieve the documents regardless of where the documents are in the AP process, or who is currently working with the documents. Once the documents have been retrieved, security permitting, the documents can be annotated, printed, faxed, or emailed directly from the desktop resulting in tremendous time savings.

> "The system is excellent. Documents are now easy to locate with a click of a mouse. There is no more searching through file cabinets hoping to locate the invoice you are looking for."
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> - Rich Galloway
> Director
> Operations Accounting
> HAVI Global Solutions

Since the implementation of their system, HAVI Global Solutions has seen significant improvements in the Accounts Payable department. For example, during their year-end audit, HAVI Global Solutions was able to retrieve the requested invoices right from their desktops. In the past, this process had taken as long as two days. Now, they are not only able to retrieve the requested records instantaneously, but no longer have to worry about lost or misplaced documents. Everyday searching for documents by employees is also much simpler. Rich Galloway, Director of Operations Accounting explains, "The system is excellent. Documents are now easy to locate with a click of a mouse. There is no more searching through file cabinets hoping to locate the invoice you are looking for."

Galloway continued, "Another benefit of our system from IDT is that we're now able to annotate documents and email them out to our vendors for backup related to deductions. This process used to require making a manual copy, completing manual annotations and dropping the package in the mailbox. This is now done electronically and our vendors receive the information much more quickly and without associated shipping fees."

Other significant benefits realized by HAVI Global Solutions include:

- Improvement in AP efficiencies resulting in a savings of $40,000 annually
- $20,000 reduction in operating costs for photocopies, mailing and other office supplies annually
- Elimination of $5,000 in storage costs annually
- Improved disaster recovery ability
- Greater innovation capacity
- Improved working conditions for employees
- Ability for Perseco's employees to focus on core competencies rather than tedious paper shuffling
- Improved inter-organizational communications

HAVI Global Solutions is pleased that their new system has enabled their customers to gain benefits as well. Clients are happy with the increased operational efficiencies associated with the system because it means Perseco employees are better equipped to handle their inquiries quicker than ever before.

With their firm foundation in place in the Accounts Payable department, HAVI Global Solutions is looking to expand the system. Future projects include: scanning of contracts, customer agreements, authorizations for capital projects, and freight documents. In the meantime, HAVI Global Solutions plans to further improve and streamline the Accounts Payable process by enabling employees to instantaneously retrieve and transmit transaction content through their existing PeopleSoft interface. Integration work will include key-from-image (KFI) voucher entry and automated routing for invoice approvals and posting.

In order to accomplish these new goals, HAVI Global Solutions plans to continue working with their trusted partner – IDT.

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IDT, Inc. (www.idt-inc.com) helps mid-market firms achieve maximum efficiency through enterprise content management, workflow automation, records management, ERP, CRM and line-of-business solutions. From IDT Complete™, which enables customers to achieve both efficiency and compliance by integrating their ECM and ERP systems, to pre-engineered IDT Pilot Packs™ that ensure quick return-on-investment with ECM, IDT uses phased and flexible integration of industry leading software applications to place the power of scalable systems at the client's fingertips. Since 1992, IDT has provided a single-source knowledge base for system design, integration, customization and long-term support.