



# TRANSFORMING MAYPOLE'S DOCUMENT MANAGEMENT PROCESS

**READ ABOUT HOW THE ORGANISATION WENT FROM A TIME-CONSUMING MANUAL SYSTEM TO A STREAMLINED DIGITAL PROCESS THAT SAVES STAFF VALUABLE TIME, REDUCES COSTS AND UNLOCKS NEW LEVELS OF EFFICIENCY.**

## INDUSTRY: MANUFACTURING / CATERING / RETAIL

Maypole, a market and consumer leader renowned for its quality, is a family-run group of businesses specialising in the manufacturing and distribution of food products, particularly bread and baked goods. The group operates its own production facility and runs several confectionery and small retail outlets spread across the Maltese Islands.

## OPERATIONAL CHALLENGES

The main challenge that Maypole aimed to tackle was the inefficiency that comes with manual document handling at their head office, stemming from all their retail outlets. The abundance of physical documents was leading to poor accessibility and collaboration, along with limited storage space, making it increasingly difficult to manage and organise important paperwork effectively.

Documents stored as hard copies such as invoices, purchase orders and bills to name a few, required staff to spend considerable time scanning and inputting data manually into their systems. Additionally, searching for documents was becoming more time-consuming, significantly impacting staff productivity.



## OUTCOMES AND BENEFITS



Avantech implemented Scan2x™ and Therefore™ at Maypole to address the headache that came with paper-based document management, which has resulted in significant improvements particularly in the finance department.



Scan2x™ automates the process of capturing paper documents, scanning them and automatically populating relevant metadata fields in Therefore™, which are specified when the system is being set up. Thus, the time staff spend on data entry is reduced and the risk of human error is minimised.



Maypole operates as both a supplier and a purchaser, so the implementation of Scan2x™ and Therefore™ has significantly streamlined operations in both regards. The solutions facilitate easier collaboration and approval across various departments, saving time and improving operational efficiency.



With all important information, such as invoice numbers and amounts, supplier and customer details and so on being saved into Therefore™, staff are able to access data anytime and from any device, facilitating remote work and increasing workforce productivity. With data centralised in a repository, immediate access to documents upon input into the system ensures timely collaboration and decision-making.



In addition, the adoption of this document management system guarantees the security and integrity of records, mitigating the risk of loss or misplacement. This also decreases the time needed to search for documents when urgent access is required.



Therefore™ also enables for data to be categorised, facilitating smoother document retrieval. Users can either filter by category or search by relevant metadata fields, such as invoice number or supplier/client name, further enhancing productivity.



This transition from a paper-based system to a paperless environment has not only resolved the challenges associated with document storage but has also led to significant cost reductions related to printing and physical storage space.



Additionally, the shift has contributed to increased sustainability and environmentally friendly operations by minimising paper usage and waste, supporting the organisation's path to a more sustainable future.



## INTEGRATION WITH HARDWARE

Maypole, due to the extensive scope of its operations, handles a significant volume of documents. To meet these demands, the organisation has chosen Canon scanners and multifunctional printers. Renowned for their durability and functionality, these devices are capable of handling high volumes of documents with ease.

Canon hardware allowed for a seamless integration with Scan2x™ and Therefore™, thus enhancing the efficiency of the scanning process. With Canon's reputation for reliability, Maypole ensures uninterrupted operations, thereby maximising productivity levels and minimising the risk of disruptions.

In addition, utilising Canon hardware guarantees that all documents are captured in high quality at every stage of the various processes. This ensures that both digital and physical copies maintain their integrity and clarity, supporting accurate data extraction and enhancing the overall process and reliability of Maypole's document management.

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**SINCE SUCH DOCUMENTS ARE BEING SCANNED INTO THIS SYSTEM, IT REDUCES THE RISK OF BEING MISPLACED RENDERING IMMEDIATE ACCESSIBILITY WHEN DISPUTED.**

Marilyn Ciappara, Financial Controller | Maypole



## A LEVEL OF ADDED SECURITY

The integration of these solutions, combined with Canon hardware, has significantly improved Maypole's data security, meaning that documents are never misplaced or lost and are always readily accessible when needed.

Additionally, the advanced security features provide robust protection against unauthorised access, ensuring that sensitive information remains confidential, safeguarding critical data in addition to improved efficiency.

The implementation of these solutions has transformed the once daunting task of tracking incoming and issued invoices into seamlessly integrated and structured processes. With reduced reliance on manual efforts, staff can now dedicate their time and skills more effectively allowing them to prioritise tasks which take more time and thereby enhancing overall productivity within the organisation.

“ AS PROCESSING TIMES DECREASE, OUR STAFF NOW DEDICATE MORE ATTENTION TO ADDRESSING CUSTOMER NEEDS AND PROVIDING PROMPT, EFFICIENT SERVICE.

Ronald Mercieca, IT Manager | Maypole



### About Avantech

Avantech is a long-standing Canon Platinum Partner in Malta. The hardware division of the company works to bring the full range of Canon products to market, while the software division develops a range of applications for use in financial services businesses in banking, wealth & fund management, insurance and FOREX. Avantech is also the author of Scan2x, a document capture system that is revolutionising the way businesses digitise their daily documentation.

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