

Ace Endico Success Story

Challenge

Ace Endico, a leading, independent family-owned and operated food distributor in the tri-state area, needed a faster and more efficient way to handle customer billing issues. Employees were spending up to 30 minutes searching for proof-of-delivery documents, that were often misfiled or lost.

This paper-based, labor-intensive system was affecting the company financially, too. Payment discrepancies could take weeks to resolve, which was impacting cash flow and department productivity. The company had to hire two part-time clerks and pay to store archived proof-of delivery documents in warehouses.

Solution

All proof-of-delivery documents are now scanned and stored as indexed digital images on ImageSilo®, a secure, redundant cloud document management software with 24/7 access.

Thousands of active proof-of-delivery documents are picked up weekly, scanned and indexed at Digiscribe's production facilities, and available by desktop in a quick 24 hours. Archived documents were also scanned and indexed, eliminating the need and expense to warehouse hundreds of boxes of files. The company now has greater control



Industry

- Distribution/Wholesale

Challenge

- Handle customer billing issues more efficiently
- Improve cash flow

Solution

- Outsource scanning and indexing of documents to Digiscribe
- Store documents in cloud document management software for access and security benefits

Impact

- Eliminated warehouse storage costs
- Reduced payroll expenses
- Enhanced customer service

of document security with access-level privileges, extensive audit trails, security logs, and utilization reports.

Ace Endico personnel can now retrieve any proof-of-delivery document directly to their desktop in less than three seconds, allowing billing discrepancies and customer queries to be resolved with one phone call. And by eliminating lost and misplaced files, the part-time filing clerks were no longer needed, which helped reduce payroll expense.

Ace Endico was so happy with Digiscribe's paperless office solution, that they rolled it out to their accounts payable department.

Benefits of this Digiscribe Solution

"In food distribution, deliveries are often made to the kitchen, so invoices and delivery receipts often get lost or never make it to the front office for processing. Digiscribe gives us more efficiency and speed in finding the information we need — it's right at our fingertips. If there's a problem or dispute, I can easily find and email the invoice directly to the customer. There's no more misfiling, we use less filing cabinets and we were able to get rid of two part-time filing employees."

Michael Endico
Vice President
Ace Endico Food

- Customer billing issues are now resolved in minutes, not days
- Cash flow improved due to faster receipt of receivables
- AR staff more productive, can concentrate on key tasks
- Reduced payroll expenses
- Eliminated warehouse costs
- Enhanced document security
- Documents are no longer lost or misfiled

- Capital investment in hardware or IT infrastructure is not needed
- More office space is available
- Scalable solution easily rolled out to other departments

Solutions Used



Cloud
Document
Management
Software



Document
Scanning &
Indexing

About Digsicrbe & Digiscribe New England

Digiscribe delivers paperless office solutions that eliminate manual and inefficient business processes in accounts payable, human resources, and other critical business areas. Our clients engage us to lower costs, improve efficiency, and mitigate compliance risk throughout their organizations. We offer cost-effective services and software including outsourced digital mailrooms, mailroom scanning, workflow automation, cloud document management software, and document scanning. Digiscribe's New York office is one of the first SOC 2 Type 2 document conversion centers in the tri-state area, and our New England office is a Massachusetts Privacy Law compliant facility. Both offer award winning technical support and customer service, more than 25 years of experience, and a HIPPA compliance trained staff. Learn more at digiscribe.info.

New York

800.686.7577

New England

877.550.2088

About Ace Endico

Founded in 1982, by William A. Endico and Murray Hertzberg, Ace Endico is the largest distributor in Westchester and Putnam Counties servicing the tri-state area. Ace Endico's state-of-the-art facility houses an all-encompassing inventory featuring dairy, produce, meats, seafood, fine imported specialty products, paper, canned goods and everything in between. We are greatly committed to understanding our customers' needs and developing service solutions that deliver on all fronts. To learn more, visit aceendico.com.



THE PAINLESS WAY TO A PAPERLESS OFFICE