AutoStore transforms Discount Drug Mart.

AutoStore eliminates hardcopy costs and delivery expenses.

Challenge
- Develop a centralized, streamlined process to replace copying and faxing large amounts of paper documentation to all 62 stores
- Eliminate redundant technology, consumables, retail space and operating costs related to document management

Solution
- Replace three separate devices with one multifunction device (MFD) at each of 62 locations
- Implement AutoStore document workflow management
- Provide phased approach to rollout and onsite end user training

Results
- All equipment and supplies are standardized across locations
- Increased device reliability allows end users to focus on core activities
- Significant, measurable and rapid return on investment (ROI)
- Simplified and more efficient workflow management

Profile

Discount Drug Mart, Inc. is an Ohio-based drug store chain that opened its first store in Elyria, Ohio in 1969. Since then, Drug Mart has established stores in over 20 Ohio counties, and currently operates 62 stores. The 25,000+ square foot stores stock more than 40,000 items. From health and beauty aids to household merchandise; small appliances, paint, hardware and auto accessories; magazines, greeting cards, paper products, groceries, frozen foods, school and office supplies, and seasonal merchandise.

Challenge.
Discount Drug Mart was experiencing excessive maintenance and supply costs associated with printers, copiers and fax machines in each of their 62 stores. Due to the highly decentralized and geographically dispersed stores, dedicated personnel were necessary to manage the considerable amount of copying and faxing from the corporate office to each location. Redundancy in technology, consumables, retail space, and operating costs related to documents, lowered productivity and increased operating costs.

For example, a dedicated, full-time person in the corporate office made three copies of each NSF (Non Sufficient Funds) check received. One NSF check required 186 copies (3 copies each x 62 locations). All copies were then overnighted to each location. To overcome this obstacle, Discount Drug Mart worked with MCPc, who recommended that with implementation of multifunction devices, the checks could be scanned, and sent electronically to the Sales Manager at each location. As a result, no hard copies were required; the scanned checks were emailed, eliminating hardcopy costs and delivery expenses.

Solution.

– Hardcopy environment assessment

– Web JetAdmin implementation

– Hardware deployment scope of work

– Standardization on 62 MFDs

– Document workflow management via Nuance AutoStore

– Onsite setup and integration

– Onsite end user training

– Helpdesk “Device Management” training

– Friction-free supplies ordering

– Roadmap for integration of LanFax

Result.
MCPc’s Output Management Team worked with Discount Drug Mart to develop a comprehensive hardcopy strategy that reduced their costs by $50,000-$60,000 during the first year. By replacing three separate devices with one multifunction device in each of their 62 locations, Discount Drug Mart was able to reduce supply, maintenance and operating costs significantly, and increase employee productivity. Some major results were:

– Standardization of all equipment and supplies

– Significant, measurable and rapid return on investment (ROI)

– Simplified and more efficient workflow management

– Increased device reliability allows end users to focus on core activities

– Phased or staged approach to rollout and training

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