



Florida's Natural Growers (Florida's Natural) Document & Content Management Case Study

Tessi Docubase enterprise-wide document management for Operations, HR, Accounting, Sales and Marketing.

THE COMPANY AND THE NEED

For more than 85 years, Florida Natural Growers (FNG) have provided freshly squeezed orange juice and related products to consumers around the globe. A major player in the Orange Juice industry, FNG is an agricultural cooperative based in Lake Wales, Florida. It is owned by over 1,100 grower members and is the only major orange juice maker that uses only US-grown fruit (grown by its members) in its products.

The company was growing rapidly, every customer interaction generated dozens of documents, and there was a lot of pressure building on finding a way to manage the information growth in the business. So the company set out to find a solution that was easy to setup and manage by business owners, and provided simple yet granular controls via access groups which ultimately made it easy for users to find and view documents quickly.

SUMMARY OF THE SOLUTION

During its search for Document Management Solutions that FNG discovered its scanning service provider was using Tessi Docubase to provide services to its customers, and after taking a closer look they found the product met all of their requirements and more. With Tessi Docubase, FNG was able to handle both its historical record digitization and its real-time production imaging requirements. This is where Tessi Docubase features of robust scanning, automated barcode indexing, batch management, and user validation features came through. This allowed FNG to quickly deploy high-speed scanners throughout its distributed facilities to enable users to scan and index documents right from their desk.

Initially, FNG used Tessi Docubase to keep track of the large number of order processing and payment collection documents generated as part of customer interactions. The Accounting and Purchasing departments established best practices for document scanning and indexing, and validated the significant benefits of using the system. Their success drove the adoption of the system throughout the company, and today Operations, Sales, Marketing, HR, and

security store thousands of documents leveraging the mass scanning, barcode, OCR, indexing, and robust reliability of the system.

Today FNG continues to leverage Tessi Docubase to store and manage millions of documents across the company, and plans to expand the use of the system by integrating Tessi Docubase more tightly to the Oracle ERP which is replacing its legacy systems.



WHAT WERE THE CHALLENGES?

- Manage and control the incoming and outgoing flows of paper documents from customers.
- Provide better speed and quality of service to internal and external stakeholders.
- Provide access to an ever growing amount of documents to business users across the organization.

WHAT BENEFITS WERE ACHIEVED?

- Handle both historical record digitization and real-time production imaging with one system.
- Huge savings in efficiency from having records accessible from anywhere in the world where the company does business.
- Equally large savings in labor and materials from automation through direct integrations with legacy information database and systems.
- Having what was originally stored in extensive file cabinets and record rooms available instantaneously by business users across the organization.



DEPLOYED SOLUTION FEATURE SET

- Scanning, Automated Barcode Indexing and Networked Batch Management.
- Direct integrations with business systems using Tessi Docubase API.
- Batch importing on daily and weekly schedules.
- Workflow modeling.
- Extensive use of granular user access and control.
- Archive to runtime CDs for long term storage
- Web and local client use.
- Management of Enterprise-wide documents. and digital content.

Accounts Payable :
Over **2.5M** scanned
invoices stored and
over **5M** text files
and digital images
stored since
year 2000.

Accounts Receivable :
Over **600K** documents
scanned, indexed and
stored since 2008.

Operations over
100K bills of landing
stored and **50K**
documents scanned,
indexed and stored
annually.

Equals to **TERABYTES** Of documents
securely managed and stored.

Over **\$500K** in labor and materials
savings per year.

