Company: Teledyne Technologies

ERP: Infor XA

Here's a progressively diversified and impactful organization: Teledyne Technologies serves industrial growth markets that require advanced technology and high reliability. Their expansive client roster includes entities in aerospace and defense, factory automation, air and water quality environmental monitoring, electronics design and development, oceanographic research, deepwater oil and gas exploration and production, medical imaging and pharmaceutical research. California-headquartered Teledyne's operations span North America and Europe.

Making the Automation Choice

A reality of many companies became a burden to Teledyne as well: their processes were largely paper-based. They realized this as an opportunity to automate much of their back-office activities, enabling staff to focus on company advancements rather than time-consuming and costly manual operations.

After a year of multiple enterprise content management (ECM) vendor reviews and system vetting, IntelliChief was selected based on:

•   Enterprise expansion capability throughout their organization
•   Native Infor XA integration, and
•   Being an established Infor Solution Partner.

"We were impressed with the way the IntelliChief system uses meta data so well; all documentation is instantly available as needed, conveniently organized by transaction," stated Ellen Swarts, Controller at Teledyne.

AP Automation: 2-Way, 3-Way (4-Way?) Matching

Teledyne's initial installation was with their **Accounts Payable** operations, spread globally and consolidated at their California headquarters. Being a particularly paper-intensive operation, reducing cost was the driving factor.

The company had a distinct motivator for automation – a cumbersome 4-way matching process consisting of Invoice to PO to Receiver to Quality Inspection Sheet. This fourth component was a deciding factor in their ECM choice. **"IntelliChief demonstrated the flexible capability to achieve our specific 4-way match, something other systems could not,"** commented Swarts.

With Teledyne having significant repeat vendor orders, this was an opportunity for IntelliChief to remove considerable time and cost from AP. They experienced a high straight-through processing rate; the majority being completely automated from document capture to workflow, a touchless environment where no ERP keying or other human interaction was needed. When exceptions occurred, IntelliChief's rules-based business process automation workflow, mapped to Teledyne's specific practices, enabled quick reviews and approvals.

Previously, the company's processing staff consisted of 3 full-time and one contract employee. With the IntelliChief system, that number had been reduced by half, freeing the others to concentrate on strategic operations.

Vendor fees were also reallocated. **"An additional automation benefit was the elimination of both outsourced digital imaging and physical storage services, creating considerable cost savings ongoing,"** relayed Swarts.

An unexpected advantage manifested in the independent audit function. **"Being a multinational, multi-industry company, audits are frequent and time-consuming,"** stated Swarts. **"With IntelliChief, we're able to provide access to all documentation auditors need digitally, allowing their teams to work remotely from anywhere in the world. They appreciate that flexibility."**

Expandable Automation

With enterprise expansion capability a key objective, **Order Processing** is Teledyne's next automation step. This will allow them to link each order's documentation together from initial receipt to fulfillment, with each department involved having all needed details available to them, enabling collaboration through automated workflow. **Customer Service's** benefit will be awareness of each order's status in real-time.

Another planned endeavor is with the **Purchasing** department, setting-up a Vendor Portal to further automate transactions. This decision's motivators were to provide an additional convenience for vendors, while saving Teledyne time and cost by reducing phone and email correspondence by consolidating communications (and archivable records) into IntelliChief.

"Being able to store all documentation in a single system is a true IntelliChief advantage, realized throughout our organization," commented Swarts. **"Having a centralized workflow and archival hub simplifies operations and information security."**

IntelliChief makes expanding its usage throughout their organization advantageous, and a simple task with the system's native integrations coupled with Integration Link, the company's code-free program connecting with any ERP or line-of-business system.

IntelliChief Implementation and Support - The Difference

Scarcely a reality in the software industry – system implementation and support that's proactive, resourceful, and a pleasure to work with. That's been Teledyne's experience with IntelliChief's teams; a strong partnership formed quickly between Teledyne and IntelliChief staff. **"IntelliChief's Implementation team expertly configured the system to our specific processes mapping, and their Support staff has always been responsive and helpful. They make a difference – a real plus for us,"** commented Swarts.

Contact Us Today

To learn more about how Teledyne and other organizations are utilizing IntelliChief ECM and realizing impactful benefits, contact us today:

813-971-9500
info@intellichief.com
www.IntelliChief.com