

# *LRS Helps Maximize Hertzberg New Method's IT Environment*

## **The Customer**

Hertzberg-New Method, Inc. (HNM), also known as Perma-Bound Books, is a long-standing LRS and IBM iSeries Customer. The company manufactures and binds books primarily for schools and public libraries. HNM is a privately held company located in Jacksonville, Illinois, and services accounts throughout the United States, Canada and overseas.

## **The Need**

The primary computing platform at HNM is an IBM iSeries System. Because HNM employees used green screen terminals, they did not have access to saved iSeries spool files for fax, email and printing purposes. Using green screen terminals, employees have access to saved iSeries spool files for fax, email and printing purposes. Customer documentation is scanned using a Microsoft Windows operating system-based application which is no longer supported by its vendor. It was becoming increasingly difficult for employees to communicate using the different system based applications. Additionally, communicating with their remote locations was a manual process for administrative staff.

HNM wanted to maximize their current use of green screen terminals for scanned documents and saved spool files and required a solution that would integrate with their existing iSeries applications. Also, the customer wanted to automate processes in order to better serve the remote locations which would offer a time savings to support staff at corporate headquarters.

## **The Solution**

With the customer's needs in mind, LRS® IT Solutions partnered with Real Vision Imaging (RVI). RVI delivers the most powerful, expandable and reliable document imaging software available for the IBM System i &

iSeries. With the implementation of RVI, HNM now has enterprise-wide access to documents in far less time than ever before.

RVI software, designed with expandability in mind, was easily integrated with HNM's applications running on their IBM iSeries server. HNM employees have access to the type of information they need, wherever they need it.

The RVI solution provided HNM with the ability to access data both via PC or green screen terminals. This was a critical component because the customer had limited PC access within their operation.

In the early stages, HNM had determined they would likely need an additional vendor for scanners in order to have the capability to scan in documents. The LRS/RVI solution included scanners as part of the package. Other options that were considered did not.

With the old system, users had to scan an invoice into the system, then print out multiple copies: one copy to send via fax to the customer on request, another copy for sales reps out in the field, and yet another copy for internal use. With the RVI implementation, HNM saves the invoice spool file within the RVI application and the document can be sent out electronically (email or fax) without any additional copies or prints being required. This scalable and flexible solution was a natural fit for HNM.

Another feature the RVI solution has provided to HNM is the ability to save spool files. In the past, reports had to be printed and could not be saved.

"The implementation training and onsite support during the transition was very good. They walked us through all the maintenance and support steps which will allow our staff to manage the RVI solution going forward," states Todd Young, Secretary-Treasurer at HNM.



## **Business Situation**

- No support for existing imaging system
- Need an integrated imaging package to run on existing iSeries
- Manual process for communication

## **Benefits**

- Productivity was significantly enhanced
- Refocused administrative support creating enhanced customer service
- Online access for customers and remote users
- Easy integration with existing applications

## **Products/Services Used**

- IBM iSeries Server and Applications
- Real Vision Imaging Software

## **For More Information**

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In a matter of just a few months since the implementation of RVI, the associated ROI has justified the first year of costs associated with the system.



### **The Results**

By utilizing RVI's integrated solution, HNM can now offer more communication options to their customers and reduce the amount of administrative support needed to perform tasks. Employees now spend less time away from their desks copying and faxing and can focus their attention on essential job tasks.

Additionally, customers can view their accounts online which provides expedited customer service. Online access also enhances internal operations by allowing more convenient access to customer accounts and purchase histories.

HNM has found that emailing an invoice to a customer is helping to improve customer service. "Customers don't lose an email as often as a faxed invoice," noted Young. Besides saving a customer the headaches of misplaced faxes, HNM's staff is more productive by spending less time duplicating efforts to resend fax copies.

The customer has been able to reduce its administrative requirements by the equivalent of two full-time employees. In a matter of just a few months since the implementation of RVI, the associated ROI has justified the first year of costs associated with the system. For HNM, this solution has managed to provide cost savings in less than 18 months.

As a result of the cost savings to date, HNM plans to expand the RVI solution to its payroll and accounts payable departments and eventually for their contracts as well.

With a reduction in printing, including less paper used and employee time saved, HNM is realizing cost savings. Besides the paper costs, the administrative staff is spending less time away from the phones and other job responsibilities so they are more productive day to day.

Additionally, the communication with sales associates at remote sites in numerous geographic regions has significantly improved since online access. Previously, it was a manual process to distribute the information to these locations.

RVI provided a cost-effective solution with the desired capabilities and the compatibility HNM was seeking with their IBM hardware.

### **About LRS**

LRS IT Solutions, an IBM Premier Business Partner, has more than 25 years experience in providing businesses customized hardware and software solutions. Our experienced and knowledgeable staff specializes in server consolidation, storage management, and business continuance solutions. We're dedicated to helping businesses protect their data as well as keep operations running through unplanned downtime. LRS consultants follow proven methodologies to complete projects on time and within budget.

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