

# GOODWILLE

## Goodwille and Therefore™ How to manage 350 Companies' Paperwork

For most companies, it's enough of a challenge to manage all the administration, payroll, and bookkeeping for themselves, yet Goodwille Ltd manages to handle all this information and more for over 350 of their clients! How do they do it? They use Therefore™!

Goodwille has been helping foreign companies get started in the UK for over 15 years. Their services include registering companies, branches, and intellectual property, opening bank accounts, arranging lease and

property agreements, and other administrative tasks. In addition, they can help companies with the financial and corporate legal administration, including payroll and HR services. Their young and dynamic team has quickly grown over the years due to the ever-increasing amount of customers keen to take advantage of the services they provide.

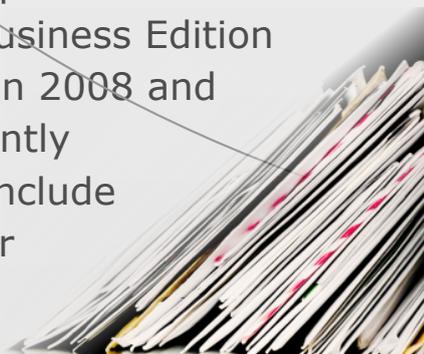
## Lots of Customers

## Lots of Paper

Due to the company's growth, accumulating a staggering amount of paper was inevitable. Hans Christoffersson, IT Manager at Goodwille reports, "We have lots of clients for which we do financial administration, corporate legal, and HR work. As a result, we have a lot of different document types. Lots of files must be kept for a certain amount of time. Prior to installing the system everything was filled with folders." In addition to the sheer volume of postal mail, processing and photocopying the mail and other documents also was time consuming and tedious.

## Moving Towards a Paperless Office

The need for a better system quickly became apparent; in particular, a way to diminish the amount of paper in circulation was necessary. Hans Christoffersson, recalls, "I was hired to implement an information management system. The idea was to create a paperless office." Therefore™ Business Edition was installed in 2008 and has been recently expanded to include additional user



licenses, scanners and addons. The system started with financial administration and corporate legal documents, followed by payroll, HR, all internal documents, a knowledge base, and other files. Effectively, Therefore™ is now used for all essential business documents!

## Automating Business Processes with Therefore™ Workflow

In particular, the workflow function has been especially useful to ensure documents are correctly processed on time and safely stored. Goodwille currently has around 70 workflows involving every facet of the business.

As Goodwille handles so many incoming documents (both from the post and via email), the mailroom workflow has been especially handy. Christoffersson says, "With Therefore™ it takes a few seconds to review, scan and save. Before you had to take the documents e.g. bank statements, copy them and put them into different folders, and sometimes walk around the office to hand them out". With the mailroom workflow, Goodwille can save all documents directly to Therefore™ and start processing them immediately.

Using this workflow, mailroom

documents such as ... "bank statements and invoices are sorted, and put into a file box. A reference number is added so Goodwille employees can find the original if they want it." As the document is now passed around electronically, a lot of time is saved and the paper in circulation has also diminished. Especially for time sensitive business, electronic access to information has been a great efficiency booster.

The invoicing workflow is another time saver. All invoices, both paper and electronic, are saved to Therefore™ which automatically starts a workflow. The Therefore™ workflow ensures this complex approval and booking process can be handled quickly and accurately, with complete traceability of which actions have been taken.

## Using Therefore™

From an administrator standpoint Goodwille's IT Manager reports, "The system is very easy to learn and the design tool didn't take long to figure out."

Christoffersson designed all workflows himself by taking a systematic approach: "Canon implemented the system in 3 days,

then I played with it, and then started interviewing the departments to see what they needed".

In addition, Therefore™ is integrated into the company's CRM system, and into Sage invoicing. Most index fields in Therefore™ are automatically filled in through this integration, which further saves time and decreases errors when indexing.

Of course, the users benefit from the system as well. Christoffersson comments the staff likes working with Therefore™ a lot, and quickly learn to use the system. In fact, even former employees comment they miss working with Therefore™!

Goodwille is looking to expand Therefore™ and use Therefore™ Web Access to allow their customers to see their own documents online. Overall, the system works so well, Goodwille couldn't imagine working without it!

**Goodwille Limited**

**[www.goodwille.com](http://www.goodwille.com)**

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PEOPLE PROCESS INFORMATION