

Therefore Case Study

Electronic Contract Management with JCD Entreprise



JCD Entreprise Increases its Efficiency

Who is JCD Entreprise?

JCD consists of 24 employees, specialized in providing marketing and HR services for stores. As a result, the company handles many types of documents including: contracts, certificates, reports, project summaries and all the necessary administrative and HR paperwork.

Processing and storing all these documents resulted in thousands of pages being unnecessarily printed, a loss of employee productivity and a lack of traceability.

In 2010 Arnaud Lifar, President of JCD sought to improve working habits within his company in the following ways:

- Increase efficiency and productivity while improving the everyday working habits of JCD's employees
- Reduce the business' environmental impact
- Centralize storage of strategic documents

JCD's Processes in the past:

The team at Canon specialized in Information Management analyzed the process at JCD:

- The contract was printed in triplicate, including a temporary copy until a signed copy was received.
- The contract and other administrative documents were faxed to the customer's stores and warehouses. This created countless trips to the fax machine, high telephone bills and time lost waiting for the fax receipt.
- The paper storage and manual reconciliation of documents led to lack of traceability and long search times.
- Verifying if contracts had been signed required all paper dossiers to be opened by hand which was very time consuming.

"Today, I have achieved all of my goals... It only took one month until 100% of all staff adopted the new ways of working thanks to the user friendliness of the solution"

Arnaud Lifar, General Manager

Today...

Following Canon's advice, the following process was implemented:

- Certificates, reports, legal documents and contracts are stored in Therefore™ which gives employees quick and easy access all information.
- The signed contract is scanned, the barcode is read which indexes the document and the signed copy replaces the non signed contract automatically.
- The documents are sent, in a simple click, to the store directly from Therefore™ via email, and the receipt is stored in Therefore™ to ensure traceability of the exchange.

Improving and automating the process created many benefits:

- Employees can focus on customer care, sales and account management.
- Printouts of contracts, blank fax receipts, and other documents have been replaced by electronic copies, thereby reducing print and storage costs and the environmental impact.
- Improved traceability of materials and processes enables better monitoring of contracts and allows better communication with partners.
- A centralized, electronic storage system allows information to be quickly found and sent which improves customer service.