



## **Ty, Inc. Realizes Significant Cost Savings with New, SaaS Document Capture Solution**

### ***CAPSYS CAPTURE ONLINE Service an Immediate Success***

Running two very different and growing companies with far-flung offices and foreign locales can make electronic capture of daily business documents unwieldy. Ty Inc., Westmont, Ill., the maker of Beanie Babies<sup>®</sup> and an owner of upscale resort properties, was finding that the effectiveness and efficiency of its 10-year-old enterprise content management (ECM) system was showing its age.

Ty relied on an optical disk jukebox-based retrieval system with four document scanning machines to digest the company's pack slips and invoices and scan them on to platters from which the company could pull information. With different architectural components, such as the content management application, optical disc servers, network file server and SQL server, as well as several other support programs, maintaining applications on numerous workstations was rather complex and subsequently, difficult to grow, not to mention costly in terms of licensing. In tech time, 10 years using the same set up is an eternity.

So Ty and its MIS Project Supervisor, Jim Gio, were at a crossroads. "The original imaging system, while it worked perfectly at the time, was becoming a burden," says Gio. "We really had to simplify it."

Wanting to keep some form of automated content management in place, Gio again turned to Integrated Document Technologies, Inc. (IDT), Itasca, Ill., the company that analyzed, specified and installed Ty's original ECM system. IDT is a national provider of ECM, records management, enterprise resource management, and customer relationship management solutions. Gio trusted the independent technology consultant, reseller and integrator and its abilities to provide new solutions.

IDT had recently begun offering a new service from CAPSYS Technologies of Colorado Springs, CO, a developer of Web-based, distributed document capture software and Software as a Service (SaaS) systems. The company's flagship product, CAPSYS CAPTURE™ distributed capture software, and its sister service, CAPSYS CAPTURE ONLINE™, permit companies to capture documents electronically from a browser, from anywhere paperwork originates. Both new technologies represent a lower-cost option to traditional, centralized capture software while maintaining robust capabilities.

Rather than investing in and installing the capture software and hardware on their own premises, companies that choose the online or SaaS version of the new capture system simply buy a monthly subscription, and begin using the service immediately. All captured documents and information are conveniently hosted at the CAPSYS Technologies' secure data center, regardless of an organization's content repository.

Gio opted for the CAPSYS CAPTURE ONLINE service. Coupled with CAPSYS is the FileBound content management repository from Marex Group, Inc., also provided by IDT.

### **Install? What Install?**

Gio reports that the transition and subsequent system rollout was very easy. He spent about two and half days training his IT staff on how to use the system. Installation consisted of setting up the two different programs -- the CAPSYS document capture application and FileBound's repository viewers, and then user IDs and access rights at the Ty locations around the country, including Illinois, New York, California, and Mexico.

"After that, system activation literally took about five minutes," says Gio. "We simply sent a shortcut to everyone's desktop with a login. Employees clicked on it, ran through the install and that was it. With four offices and resort properties spread across three time zones, a traditional ECM system install would have been an involved undertaking."

## **More Usage, Better Compliance**

As easy the new system's installation was, the number of users taking immediate advantage of it surprised Gio. Ty's prior ECM system had roughly 50 percent penetration throughout the company, compared to 80 percent with the new online capture service.

"The system is much, much easier for users to access," says Gio. "If something is easy, people will make better use of it. The nicest thing is I can go to any workstation and simply enter the web address."

The accessibility has come in handy for Ty executives. Regardless of where they are, either in the office or offsite, all they need to get the documents they want is wireless Internet access. Gio says that especially having a hotel business, logging on to a website and pulling up a signed contract is convenient and highly productive. "The amount of data that you can put in somebody's hand just by using the Internet is invaluable to us," he adds.

What pleases Gio just as much is that users are accessing the system on a regular basis. "My users are spending about 10 percent of their day with the system now, getting work done instead of going to file cabinets and storage facilities for needed documents," says Gio. "One of the reasons for that is the fact that they can self-import data."

The most immediate area the new system corrected was eliminating the printing of e-mails and documents just so that they could be scanned into the former ECM system. With the new, online system right on their desktops, Ty employees can just import documents. This has increased the amount of data that's going into the system, and it helps tie things together better, according to Gio. "Now a file has a little more meat to it, making it more useful to more people."

Ty is making its captured content even more useful by having the system organize its users. "One of the selling points for me about CAPSYS CAPTURE ONLINE is that I'm not locked into how anyone else thought the filing system should work," he explains. "Everyone has their own style of how they keep files and how they organize themselves. With content captured electronically, I'm

directing users to organize data and folders a certain way, so that when queried, the documents are easier to find for all concerned.”

### **Significant Savings**

Without the upfront capital investment, installation and administration costs of in-house hardware and software, Gio is already seeing significant savings with CAPSYS CAPTURE ONLINE compared with his prior ECM system. “It’s is more efficient on every level,” he remarks. “The system frees up hardware, so that relieved me of having to maintain servers and extending out service contracts with third-party vendors. We’ve also reduced the amount of technical support needed from the IT staff, and, reduced the number of hours we were spending backing up the data, and other basic, general maintenance.”

Gio says those things alone had already made the online service an easy solution, but there was a surprise when he broke the numbers down. “Even factoring in the cost of professional services to facilitate the change, Ty saved \$50,000 on the install ... or, really, the lack of one,” says Gio. “Over the coming years, I estimate we’ll save around \$20,000 a year just in professional services in my department alone, and an additional \$35,000 to \$40,000 annually on software and licensing. And that doesn’t count what we would be spending in maintenance agreements to keep our ECM system in place.”

“So, greatly reduced costs, more users, and easy implementation were all pluses. Once this system was there to show people what can be accomplished, capturing data using an SaaS model is an easy sell.”

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### **About CAPSYS**

CAPSYS Technologies is the leading developer of Web-based, distributed document capture software. Founded and led by enterprise content management (ECM) industry veterans, CAPSYS provides affordable, easy-to-deploy document capture solutions in a completely Web-based environment through its national network of channel partners. The company's flagship product, CAPSYS CAPTURE software, can easily and efficiently capture documents from anywhere at any time around the world in a safe and secure environment while eliminating the cost and complexity of supporting additional IT hardware and software environments.

CAPSYS' solutions are offered both as Software as a Service ("SaaS"), hosted in the convenience of a secure data center, or as a traditional "on-premise" purchase. To learn more, call 877-322-7797 or visit [www.capsystech.com](http://www.capsystech.com).

### **About Ty, Inc.**

Ty Inc. is an American plush animal company based in Westmont, Illinois. It manufactures several lines of stuffed toys including its famous Beanie Babies products.

### **About Integrated Document Technologies, Inc.**

Integrated Document Technologies (IDT) helps companies harness the power of information through integrated business management solutions. IDT offers system design consulting and a comprehensive range of products and services to reduce paper, automate business processes and enable regulatory compliance. IDT's sister company, IDT Consulting, provides ERP/Financial and CRM solutions. Both are single-source knowledge bases for system design, integration, customization, implementation and long-term support. For more information about IDT, visit [www.idt-inc.com](http://www.idt-inc.com) or call (630) 875-1100.

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