

Customer Profile: Banta Corporation

November 2006

Success of a Organization Lean Initiative

Banta Corporation is a technology and market leader in printing and supply-chain management, providing a comprehensive combination of printing and digital imaging solutions to leading publishers and direct marketers. In order to reach its strategic goals of improving the base business to sustain competitiveness and growth; positioning its businesses to pursue key market segments; creating strong acquisition and integration capabilities; and attracting and retaining talented employees, the Menasha, Wisconsin-based company undertook a lean initiative to build a more efficient, more competitive organization.

After evaluating its day-to-day operations, Banta's IT team earmarked the payroll shared services offering as needing an automated, time-saving system.

The Challenge

- Banta needed a shared services system that provided a standard process for the entire company.
- The IT team wanted to automate data integration with the existing PeopleSoft HR/Payroll system to eliminate the need for re-keying, bottlenecks and potential errors.



Activation Summary

- Banta activated Integrify 4.0 running on IIS with a backend database SQL server cluster and integration to PeopleSoft on a Highly-Available UNIX system running DB2.
- Integrify is integrated with the company's Active Directory system and has final approval integration directly into the PeopleSoft HR/Payroll system.

The Integrify Solution

In choosing a request management solution, Banta wanted a program that would re-focus the number of touch points in the payroll process, remove hunting and searching from daily operations, optimize processes and eliminate waste, while supporting system-wide integration (ERP, legacy and custom-built). After evaluating six other systems on a weighted 70-point matrix, Banta chose Integrify because of its intuitive interface, easy-to-manage integration points, focus on workflow as opposed to other bells and whistles, its ability to grow and expand with the company, and Integrify's excellent support team.

Integrify is a flexible Enterprise Request Management (ERM) system that allows companies to automate requests and streamline processes. The software provides form creation, routing definition and tracking tools to those responsible for processing requests, minimizing data entry and simplifying requests for approval and fulfillment. Integrify is web-based, allowing for easy user accessibility and management of business processes. The solution eliminates problems typically related to labor-intensive processes such as manual paper handling and email requests, and can reduce costs per transaction 60 to 90 percent as opposed to paper-based processes.

By allowing a company's employees the most efficient means to access, submit and obtain fulfillment for requests, an organization can offer the best possible level of service to its customers. With Integrify, efficiency gains are immediate and most companies can expect a return on investment (ROI) in three months or less.

"Developing processes and forms is easily done within Integrify," said Ashley Owen, Business Information Developer. "The process tasks available provide multiple options for efficiently getting the request from start to finish. With the ability to integrate with any ERP system and the global catalog, the capabilities are almost unlimited."

Implemented in November 2006, three request types were initially planned for automation—Payline Adjustment, Manual Check, and Time-Off Additional Pay. This last request was the only one in production at the time the system launch, and the other two are just about ready to go live.

"The Integrify integration to PeopleSoft has provided a single point of entry for employee payable hours," said Teri Johnson, Payroll Business Analyst. "The elimination of duplicate data entry has added efficiency to the payroll process and is the stepping stone for future initiatives in reducing costs."

In the first month, more than 4,700 Time-Off Additional Pay forms were processed, allowing employees to manage their activities through a common dashboard interface and review the status of their requests in real-time, while managers were able to better organize their work processes.

"Integrify allowed us to implement a solution that optimized payroll processing and put the power of process visibility in the hands of the users as opposed to an IT-only function," said Peter Bielmeier, Project Manager.

The Benefits

Banta is reaping the benefits of automating what was once a slow, paper-burdened process, giving employees more time to devote to customer-focused activities.

Integrify 4.0 is proving itself versatile enough to be adapted to a variety of request types throughout the organization, making it a worthwhile investment under the company's lean initiative.

"Integrify 4.0 is a flexible tool that allows any organization the ability to optimize and automate operations with full back-office integration," said Bielmeier.

The system's evolution will be aided by the detailed reporting offered by Integrify; its current usage can be evaluated to make the migration of other paper-based requests to automation even simpler than the initial set-up.

"Data auditing is comprehensive and useful," said Kiran Ambati, DBA/System Administrator. The data auditing logs everything which allows me to dive into form data from the backend to do further research on how people are using the forms, data trends and additional data mining activities."

ROI

The Integrify system has allowed 3,000 employees to initiate Time-Off Additional Pay requests, obtain manager approval, and directly integrate with PeopleSoft HR/Payroll to provide e-mail notification to the appropriate parties in just nine minutes—a significant time savings from the three days it took with paper forms via inter-company mail. With a potential savings of \$200,000, the Integrify solution paid for itself after just four weeks of automating just one request type.

Conclusion

Since the implementation, other divisions within the company are reviewing their internal processes and more than 200 additional forms have been identified for potential automation. The system is currently in use at Banta's locations in the United States.

“Regardless of whether our customer base is looking for a payroll form or a form for another purpose, the flexibility and expandability of this tool provides for one common location as we expand this product for all departments throughout Banta.”



Sales & Product Information

sales@integrify.com

Partnerships

partner@integrify.com

Technical Support for Existing Customers

support@integrify.com

Integrify, Inc.

20 N Wacker Dr. #2817, Chicago, IL 60606

t. 888-536-9629

f. 312-345-9119

www.integrify.com