

# Case study

## Polar Imaging Helps Firm Achieve Accounts Payable Efficiency and Quick Return On Investment

»Fujitsu stands behind their product... from our experience of having the fi Series scanners up and running, they're bullet-proof!«

Steve Todd, Director of Business Development, Polar Imaging Inc.



### The customer

Polar Imaging's customer had a problem that could be a recurring nightmare for any Accounts Payable department head. A property management firm with locations across North America, the company was receiving as many as 90,000 invoices a year, many of them utility bills. "There was too much information flowing in," says Steve Todd, Director of Business Development at Polar Imaging Inc.

### The challenge

With that much volume across so many managed properties, individual invoices became hard to track and verify, which opened up the threat of a building's heat or electricity being shut off at one of the customer's managed properties, if a utility bill was inadvertently misplaced.

### The solution

Polar Imaging provided a solution that now allows their customer's Accounts Payable head to rest easy. They created a distributed scanning environment based on five Fujitsu **fi-7160** image scanners across multiple offices in the US and Canada. Each invoice can now be scanned as it arrives. The solution incorporates a forms-processing application and workflow management, to electronically route each document to the applicable building manager for approval. The entire system is also fully integrated with the customer's corporate accounting application.

Todd has high praise for the **fi-7160**. "That scanner is the #1 that we sell," he says. Imaging has changed a lot over the last 15 or so years, he explains. "Scanning used to be more of a centralized process, handled by specialized technicians. Now it is more of a distributed process, so that work gets passed along. The **fi-7160** gives you a document scanner that does 60 pages, or 120 images, per minute, which is quick enough for that kind of distributed environment. And it is very versatile in terms of small documents like receipts, right up to long spreadsheets." Another advantage of the **fi-7160** is ease of use. "It's very plug-and-play. Once you have it set up it's easy for anybody to use; and the setup itself is extremely easy."

### The reseller

Country: Canada  
Services: Document Scanning & Management Services  
Founded: 1985  
Website: polarimaging.ca



### The company

Located in the city of London, in the heart of Southern Ontario, **Polar Imaging Inc.** has provided document scanning services and document management solutions to customers across Canada for over 30 years. The company focusses primarily on Accounts Payable and Healthcare solutions, with customized integrations for specific customer environments. "The Fujitsu **fi-7160** is the #1 scanner we sell," says Steve Todd, Director of Business Development.

### The solution

Polar Imaging created a distributed scanning environment for their customer, based on five Fujitsu **fi-7160** image scanners across multiple offices in the US and Canada, with a WorkFlow Management solution using artificial intelligence (AI), to electronically auto-route each document for approval. The entire system is fully integrated with the customer's corporate accounting application.

### Accounts Payable Solution benefits

- Electronic workflow makes individual invoices easier to track and verify
- Enhances ability to take advantage of early payment discounts
- Saves time in document retrieval and compliance audits—documents can be found in seconds, rather than hours
- Saves space by securely archiving documents electronically

### The benefit

The complete solution for the property management firm included customized software, hardware and training, and the customer experienced a full return on investment (ROI) in less than 18 months. This was largely due to a key benefit of an automated Accounts Payable (AP) system: the ability to take advantage of early payment discounts. “The ROI on early payments alone can be huge,” says Todd. As an added bonus, the customer now has a system in place that safeguards their reputation with utilities, suppliers... and tenants.

Storing all this data electronically saves time, too. Using forms-recognition intelligence to extract key pieces of information from each document means that the initial routing happens immediately; and document retrieval takes place in seconds rather than hours or days.

Benefits like this are common among the many customers for whom Polar Imaging has developed electronic AP solutions. “Payments that might have taken weeks before can now be done in a day,” according to Todd. “We see clients finding documents in 15 seconds that might have taken them hours to locate in the past.” Electronic workflow can be very helpful from an auditing and compliance standpoint as well. Some customers have saved as much as \$100,000 in a year, directly related to the enhanced efficiency of an automated AP system.

### Products and services

- FUJITSU Image Scanner fi-7160

### Conclusion

From the standpoint of efficiency and reliability, Todd is quick to point out that the solid dependability of Fujitsu **fi Series** scanners helps ensure the ongoing efficiency of the solutions they provide. “The reliability is there, very dependable... the service and support that you get with those scanners is phenomenal.”

“The Fujitsu fi Series are probably the best value scanners out there,” says Todd. “When I’m talking about value, I’m talking about not just the price, but the service and support, as well as the bundled software, the features and functionality that you get with those scanners. For instance, traditionally, having image enhancement software was always an add-on that you would need to purchase when you were looking at other similar devices; and Fujitsu bundles that right in the box. A lot of customers are looking for just a basic capture utility that they can utilize for scanning, and again, Fujitsu bundles that in the box.”

Todd is effusive about the quality of Fujitsu scanners and the excellent relationship Polar Imaging has had with Fujitsu as a vendor over the years. “Fujitsu stands behind their product... from our experience of having the **fi Series** scanners up and running, they’re bullet-proof!”

### About Fujitsu Canada, Inc.

Fujitsu Canada, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions, with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Additionally, the company provides state-of-the-art scanning solutions in the workgroup, departmental, and production-level scanner categories, and scanner maintenance.

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