



A Polar Imaging Case Study:

- Client:** RioCan
- Product/Service:** Document Management, Scanning Services, Workflow & Mailroom Automation
- Industry:** Real Estate Investment
- Usage:** Accounts Payable Department

Background

RioCan is Canada's largest real estate investment trust exclusively focused on retail real estate. Their core strategy of owning and managing community-oriented neighbourhood shopping centres anchored by supermarkets, together with a rapidly expanding mix of new format retail centres. RioCan owns and manages Canada's largest portfolio of shopping centres with ownership interests in a portfolio containing an aggregate of over 84 million square feet. RioCan also owns interests in a number of grocery anchored shopping centres in the United States located in the Northeastern United States and Texas.

Situation

Riocan processes over 90,000 invoices annually, equalling over 600,000 pieces of paper which is equivalent to over 250 standard banker boxes. Prior to implementing a document management solution, authorizing accounts payable activities and ensuring timely payment of all invoices was a very daunting task for Riocan. Paper invoices slowed processes for the accounts payable department.

Solution

In July 2012, RioCan chose Polar Imaging's cloud-



based document management solution, ImageSilo, to streamline their business processes. They also chose Polar Imaging to scan their paper documents into their cloud document management system for faster and more efficient processing. Then, in Jan 2013, RioCan added to their document management system, implementing an automated workflow and mailroom solution. Polar Imaging integrated RioCan's JD Edwards accounts payable software system with the new document management solution.

“Partnering with Polar Imaging made for a smooth implementation process. They understand the business aspect as well as the technology which brought a lot of value to the project.”

-Accounts Payable Manager, RioCan

Centralizing an AP process can often be challenging but by utilizing Polar Imaging Business Process Outsourcing (BPO) services made the decision much easier. RioCan does not have to deal with the paper; Polar Imaging manages this on their behalf. Mail is directed to a secure, dedicated PO Box that Polar Imaging manages. Polar Imaging opens, sorts and prepares the documents for scanning. After the

documents have been scanned, the documents are indexed as per a set specification, and then distributed, electronically to RioCan`s personnel.

Recognized Benefits

RioCan was able to streamline invoice processing and enhance productivity for the accounts payable department, management and other employees. By implementing a document management solution, along with workflow and mailroom services, RioCan realized a large decrease in manual processing and paper handling. AP documents are available online for all staff so they`re able to search and retrieve critical business information at the click of a button. With this information being available online, accounts payable representatives can now have access to this information without the need to search through multiple filing cabinets. Retrieval times went from one to three days to 15 seconds. RioCan now has complete control of all their accounts payable documents. Gone are the days of missing invoices due to file integrity or other unforeseen reasons. If an AP rep needs a document, it`s a simple click away.

With improved efficiency comes cost savings. AP reps are now able to focus on their core tasks rather than filing and looking for documents. Enabling workflow functions within ImageSilo al-

lows complete automation in the elaborate accounts payable process. Staff located throughout the country can now have simultaneous access to information from anywhere they have internet access. Being able to complete invoice approvals in a few mouse clicks saves time and money.

By having access to live workflow reports means documents can be monitored at all times throughout the workflow, offering complete control of corporate information.

By subscribing to a cloud-based document management solution, rollout was extremely efficient. Without the need to install and configure an application in their environment, the rollout time period was executed in weeks rather than months.

About Polar Imaging Inc.

With over 30 years` experience, Polar Imaging is a leader in document management and scanning, delivering a broad spectrum of electronic content management solutions, fully customized to fit the needs of its customers. Polar Imaging also specializes in cloud backup and recovery, unlike any other provider in the region. Its unique services offer a customer experience that surpasses all others.

Core products and services:

Document Management Services, Scanning Services, Business Workflow Automation, Cloud Backup and Recovery, Software as a Service (SaaS), Microfilm Equipment and Services, & Professional Services.



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