



Automation assessment through SMG helps Illowa Millwrights JATC go paperless in its four yearly processes.

DocuWare helped Millwright save money and create efficiencies.

The solution was a seamless transition and affordable.

## Automation 'makes everything flow better' for Illowa Millwrights

Completing multiple, very manual tasks on a regular basis were part of Sheena Schultz's job as the Bettendorf-based Illowa Millwright JATC office manager. One meeting with Solutions Management Group (SMG) changed everything.

During a client review meeting with SMG, she was introduced to DocuWare. Agreeing to an assessment of their current processes opened the door for Illowa Millwright, to learn that DocuWare could make tasks much easier to complete.

"I didn't dread doing it," Schultz said of her tasks. "I just wanted something that was more efficient and took away human error that you have."

While working with SMG, Schultz realized what made her duties so challenging. Four processes – selection, orientation, bi-annual audits and annual information packets – required countless hours of manual labor to complete.

During the assessment, SMG calculated that Schultz would spend an average of 16 hours a month on those four tasks. Included in those activities were old-school

tasks such as stuffing envelopes and printing countless sheets of paper that would be mailed to members.

SMG identified time-saving workflows that would yield higher efficiencies throughout the Illowa Millwrights' processes. The key change came within the orientation process. SMG helped the organization turn this into a completely electronic endeavor. All information would be sent electronically, with DocuWare doing most of the work.

"It's more efficient," Schultz said. "It just makes everything flow better."

The solution, utilizing DocuWare Cloud, was an affordable and seamless transition. DocuWare has helped them to reduce costs – Schultz said she has yet to order paper this year – and total printing has been cut in half. Better yet, she discovered more automation projects!

Automation solved many of Illowa Millwrights' problems. One meeting changed the way it does business.

"SMG," Schultz said, "was the right place at the right time."

# SMG provides Hamilton Tech 'excellent customer service'



Davenport-based Hamilton Technical College has been a longtime and loyal SMG client.

Fifteen Ricoh machines currently occupy Hamilton Tech's campus.

SMG works with the school to provide yearly printing cost savings.

During his tenure as the associate campus director/dean of students and enrollment at Davenport-based Hamilton Technical College, Brian Beert's loyalty lied to the vendors that earned it.

"I have no problem changing companies," Beert said, "if we weren't getting the service we need."

Solutions Management Group always delivered.

The college enjoys a longtime print partnership with SMG, mainly because Hamilton Tech always got what it needed. There simply was no reason to change.

"Quick response time. A desire to get the job done right. Excellent customer service," Beert said of SMG.

Hamilton Tech knew what it would receive when it continued the relationship. SMG provided top-notch service and always built a printer fleet that fit the school's needs.

Beert noticed that SMG "didn't try to upsell or oversell." SMG also takes the time to get familiarized with the location and people. That established trust between the two sides.

"They know where every printer is, they know how every classroom works and know the faculty," Beert said. "They come here and take care of things."

SMG built a printer fleet – featuring 15 Ricoh devices – that is both convenient and dependable. Beert said every laboratory "has to print. And it has to work." Even if issues arise, he said SMG keeps down time at a minimum.

Besides the quality service, the print solution controls costs and creates efficiencies within the building. To make sure Hamilton Tech is a happy customer, SMG meets with it quarterly to review print and service histories.

There is a commitment to provide exceptional customer service.

"We get a lot of vendors who ask us to move," Beert said. "It's the unknown customer service aspects that make us uncomfortable to change."

SMG stands above the rest.

"We have," Beert said, "been well served."



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