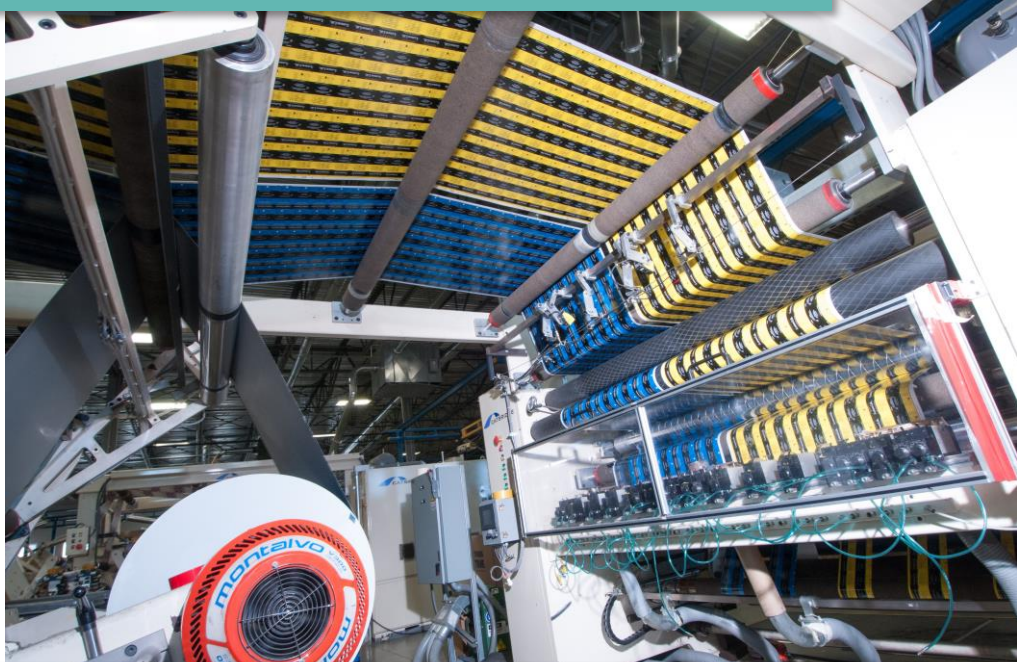


DocXellent™

ENSUR✓™ CASE STUDY



Up-Front Planning Helps AMGRAPH Packaging, Inc. Save Time,
Reduce Costs and Increase Velocity with ENSUR

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Introduction

For over 30 years, AMGRAPH has been at the forefront of its industry in both environmental stewardship and advanced packaging technologies. So, it should be no surprise that AMGRAPH decided to move to ENSUR to improve their document control processes and training initiatives and to get a competitive edge.

The Problem: A “Manual” Document Control Process was Time-Consuming and Insecure

Before ENSUR, the company did what many companies do. They used a manual document control process consisting of a shared network drive and several binders. AMGRAPH also maintained a master index in Microsoft Excel for production and non-production documents, which offered hyperlinks to each document listed.

Despite this clever approach, AMGRAPH’s manual system was hard to maintain and lacked security. Files could be deleted or downloaded by anyone. Routing documents for approval was a time-consuming process. The company’s Document Analyst would print and physically circulate documents with cover sheets to executives for approval. If changes were made, she would make edits and circulate documents all over again. When required approvals were eventually received, she would scan the documents and copy them to the appropriate folder on the network drive.

The Evaluation: Needs and Budget Are Not Mutually Exclusive

So, AMGRAPH decided it was time for a change. A push was made for an electronic document management system (DMS). The company vetted several different solutions, using the following criteria, to ensure whatever they chose fit their documentation and technological needs:

- System type
- System requirements
- Number of users (licensing)
- Microsoft compatibility
- Mobile unit
- Technical support, trouble shooting
- SQF Compliance Standards
- FDA 21 CFR Part 11 Compliance Standards
- Estimated price & annual fees
- Customizable user security levels
- Electronic watermarking
- Electronic signatures
- Controlled printing, viewing and downloading
- Revision control, revision history
- Document linking
- Automated email notification
- Content training
- Automatically generated reports
- User-friendly interface

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The Solution: Balancing Requirements, ROI and Relationship

After comparing their requirements to other software solutions, AMGRAPH decided ENSUR was the best fit for them. Working with ENSUR's sales people and trainers, made it apparent to the company that they could have a more personal relationship with DocXellent than other companies they considered. This was invaluable when AMGRAPH began their rollout and worked closely with trainers, who provided on-site support.

Over the course of a year, the company ran both systems in parallel as they moved to their new DMS. Though ENSUR's Migrate feature can make this easy, AMGRAPH deserves credit for doing a tremendous job organizing documents before the migration.

Today, AMGRAPH uses ENSUR's document management and training modules company-wide. They have over 100 users. The system houses everything from control procedure documents and HR policies to manufacturing work records and quality testing requirements. The company also uses ENSUR to deliver and track trainings, which help AMGRAPH comply with Safe Quality Food (SQF) requirements and Good Manufacturing Practices (GMP) policies.

The Outcome: Access Control Removes Bottlenecks, Increases Velocity

For AMGRAPH, the biggest benefit of moving to ENSUR is ease of access. The document control system operates independently. It does not rely on a single person to maintain the process—which can create a bottleneck. By setting roles and responsibilities, employees can access and edit documents as needed. The structure of the system and its controls allow everything to run smoothly.

This also frees up time for AMGRAPH's Document Analyst. Instead of getting bogged down in a tedious, manual document management process, she now spends time on the company's SQF program, quality improvement initiatives, training programs, and refining their new DMS.

Management practices are streamlined, too. Electronic routing of approvals is much more efficient in ENSUR. No longer are documents being left (and sometimes lost) on top of a stack of papers already on an executive's desk.

As AMGRAPH is an SQF Level-3 certified company, ENSUR has also made food safety and quality audits a much smoother process. The software automates the required, annual managerial reviews including training reviews. The auditor can quickly access the files they need to see—a much quicker process, compared to leafing through binders.

Best Practice: Invest Time in Planning and Mapping

The success of AMGRAPH's implementation was largely due to their existing document infrastructure, but mostly due to how well they planned and mapped everything before using ENSUR.

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After working with DocXellent trainers and exploring the ENSUR Test environment, the company gained a valuable understanding of how the software functioned and what its capabilities were. This familiarity helped them compile information and plan all elements associated with the migration, such as:

- User information (user naming convention, job titles, primary department, cross-trained departments, role, associated user group)
- Company job titles
- Folder structure (user group association, which determines accessibility and privileges for the content in specified folder)
- Content types (naming convention, departments, document type, template association, approval/review routing, overlay association, training routing, distribution routing)
- Document templates
- Keywords
- Overlays (designed outside of ENSUR instead of within the software)

Based on AMGRAPH's experience, the planning phase is critical. Once this work was completed, building the system went much smoother and Amgraph had fewer changes down the line—which can cause delays in implementation, consume employees' time, and ultimately incur additional costs.

Thank you to Ann Murphy, SQF Practitioner and Document Analyst at AMGRAPH for participating in this case study.