

Success Story



"LAAR Courier Express SA decided to work with DocuClass solution and ECUACOPIA SOLUTIONS because of the versatility in searching for documents, facility to access information stored in DocuClass, and ongoing support of CIMA Software."

Ing. Juan Carlos Correa
Project Manager

Customer Profile

The LAAR Group is a set of market-leading companies in logistics and security systems, being in the middle of an expansion, with presence in Ecuador and Colombia. LAAR Courier Express SA specializes in providing flexible logistics solutions, including delivery of products domestically as well as distribution and freight management. With more than 30 years of expertise, and an annual revenue of \$ 55 Mio, LAAR currently has about 400 employees.

Business Situation

LAAR Courier Express SA issued documentation pertaining to each transaction, generating a large volume of documents requiring storage in leased warehouses, in order to meet Ecuadorian tax regulations. The original process involved scanning each document to store them digitally organized by month, day, and location in a completely manual process. The scanned documents were sent to the Customer Service department for archiving and the boxes were delivered to the warehouses on a weekly basis. Clearly, there was no control mechanism present to ensure that all required documents were archived in electronic format. This not only hindered the monitoring of information and documentation, but moreover caused customer dissatisfaction due to delays when requesting information about a specific transaction; costing LAAR considerable time to retrieve the required documentation.

Solution

LAAR Courier Express SA implemented DocuClass with the support of ECUACOPIA SOLUTIONS. Initially, the main goal was to replace the old software and store documents electronically in a centralized repository, secured, and accessible from anywhere at any time. The implementation of the first stage took less than a week and included system configuration, scanning stations, and training for users and IT personnel.

Convinced of the benefits the solution offered, LAAR decided to initiate a second phase, which consisted in an integration between DocuClass and the proprietary accounting system developed in-house. Currently, LAAR has a document-based process that has enabled the company first of all to establish internal controls that ensure the quality of the information stored in its accounting system by cross-checking with DocuClass, and secondly increase customer satisfaction with a flexible and fast mechanism to find documents.

Benefits

With the previous system, LAAR was able to handle about 2,000 documents a day in each city. Today with the support of DocuClass, LAAR has multiplied the number of documents processed daily, and automatically, DocuClass helps to control the delivery and billing processes.

Any authorized LAAR employee can access all information through DocuClass regarding a transaction or a customer instantaneously and completely online. The search capabilities offered by DocuClass allowed LAAR to streamline the process of the collection, distribution, package delivery, billing, and customer service.

The integration between DocuClass and the company's accounting system has enabled LAAR to increase the efficiency of the billing cycle; not only by eliminating manual data entry, but also more importantly, benefitting from crosschecking information stored in both systems.



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