

REAL VISION - REAL STORIES

I Didn't Know RVI Could Do That?!

The Problem

You manage a versatile company with large-scale manufacturing, distribution, retail, and logistical operations. You deal with supply-chain challenges to satisfy the growing demand for products that are shipped to thousands of customers ordering online every single day. With so many moving parts, any breakdown in the process can seriously impact your efficiency and effectiveness.

Magid has always viewed technology as a key tool to create value. With their extensive communications and document exchanges, they have always looked for new ways to reduce paper bottlenecks but there were still gaps. Delivery documents need signatures, approvals were not automated, digital documents were not captured, and more/better audit details on document activities were required. A rapid growth in business amplified these issues and Magid knew it was time for a next level document solution.

About Magid

Magid is a fourth-generation family run business that develops, and sources workplace products designed to make the job easier, the workplace safer, and workers more comfortable. Protective gloves, clothing, head and face gear, personal cooling products, and PPE equipment for essential workers are just some of the 1,300 orders shipped daily to some 25,000 customers. In addition to distributing products from 700 leading safety brands, Magid also manufactures 80 million products annually. No product...No problem. Magid is also a custom manufacturing company that launched over 400 new products last year.

More than likely, you won't find the Magid brand at your favorite retail store. That's because the internet facilitated the rollout of their world-class B2C website which processes over 100,000 orders per year. Just about anything a customer needs for workplace safety can be purchased with just a few clicks. And while a majority of orders are delivered using third party logistics providers, Magid maintains its own fleet for some delivery routes. Magid specialists also provide safety training and assessments for their customers.

Real Vision Imaging (RVI) - Fits Like a Glove!

Magid was already familiar with RVI having talked with several companies that replaced paperwork and automated manual work processes. They knew the software could do the job, had a rock-solid technical support team, was available on their server of choice (IBM i), and was priced right. With so many areas that could benefit from using RVI, the only question was where to start. The primary objective was to make sure RVI could be customized to **exactly how the users work** (not the other way around) and that the user interface was simple and intuitive. In short, **RVI needed to fit like a glove.**



**RVI ensures that no document is left behind!
RVI is much more than an application, it
is a toolkit that can customize work
processes exactly the way your
users need them to be done.**

Greg Cannella, Director of MIS



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Three Big Priorities - Automated Workflows, Simplified Capture, and Mobile Signatures

When it comes to a paperless workplace, Magid has always been ahead of the game. Very little printing took place internally, but documents always slipped-in through the back door and, at times, were required as proof of transaction. **Three big priorities** were accomplished with the initial RVI implementation:

1. Magid takes great pride to make sure vendors are paid promptly and customers are invoiced correctly for thousands of daily transactions. Document routing, approval, and monitoring processes have been **automated using RVI Workflow** resulting in a 99.9% order accuracy rate. The ability to locate and access documents quickly has expedited the resolution of inquiries and disputes. And the customized **RVI Dashboards** now monitor important audit details regarding document activities.
2. **RVI can import digital documents** (such as emails, word processing, spreadsheets, PDFs, audio/video files and more). With the **RVI Inbound Email Capture Program**, Magid is now auto-polling incoming emails, removing the PDF attachment, extracting key index fields, issuing a program call to retrieve additional indexes from a database, stapling the email to the PDF, and routing it to a workbasket for additional processing and workflow advancement. Capture is now automated, index keystrokes are significantly reduced, and documents are routed for approvals based on the specific rules established.
3. **RVI's mobile app supports signature capture**, adding notes, and sending emails. Delivery documents are downloaded to a tablet device (in case of dead-spots) which can be electronically signed as Proof of Delivery (POD). For multiple orders within a single delivery, a one-signature capability is available.

The road to success is always under construction. Magid plans to utilize RVI to manage contracts, import documentation, product specs, standard operating procedures, marketing materials and so much more.

RVI - Helping Customers Go Paperless for Thirty Years!

Every Paperless Journey is a unique story that typically starts with a simple concept that becomes more sophisticated over time. The mobile signature capture program is a perfect example of working with our customers to leverage the true power of a document imaging solution.

RVI is offered as a native IBM i or Windows system or as a hosted cloud solution. RVI offers comprehensive features for your most advanced needs along with cost-effective pricing for the best value you will find. With RVI, it's never complicated or expensive and our installers will bring your Paperless Journey to life.

"We designed RVI to transform your business and make your life better. We continue to develop RVI for the future. If you can dream it, we can build it! RVI just works...put us to the test!"



Monty Chicola, President
Real Vision Software, Inc.

- *Thirty years of Product Excellence*
- *IBM i, Windows or Cloud options*
- *OneLook user interface (browser)*
- *No charge mobile apps are included*
- *Pay one price for unlimited users*
- *No add-on modules or user charges*
- *Annual support includes updates*

Call our specialists to discuss your project or schedule an RVI demo.
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