



smartFiling

Snap-On Tools Case Study



The Business

Snap-on Incorporated is a leading global manufacturer of tools and equipment for professional tool users. Founded in 1920, Snap-on is a \$2.6 billion, S&P 500 company headquartered in Kenosha, Wisconsin.

Snap-on Tools Australia is a wholly owned subsidiary of Snap-on Incorporated and has been operating in Australia and New Zealand since 1988. Snap-on is one of the longest running and most successful franchises in Australia and the world and received top honours in the 2009 Australian Financial Review's Smart Investor Annual Survey.

Snap-on is well known for its innovation towards new technology and prides itself on providing the best in service, tool quality and innovation to all customers.

The Challenge

Whilst preparing for a move of the Australian Head Office it became quite obvious that paper storage and management was problematic. Not only was it going to be expensive to store the paper at the new office, the relocation costs were prohibitive.

Internally Snap-On identified opportunities to improve the business through their Continuous Improvement Program. The team that administers this program was tasked with finding a solution to the paper storage issue. This also provided the business with a chance to improve their internal processes in relation to the handling and filing of paper-based documents.

document management system



One of the core requirements of the project was that the solution to this paper-based problem was required to integrate with the existing systems, applications and hardware already in place at Snap-On Tools Australia.

With these requirements in mind Snap-On Tools Australia set to work addressing the challenges that paper storage caused. Initially this system was to be implemented only in the Credit Department of the business for use in managing the credit reference files, contract information and correspondence generated within. The chosen solution was required to:

- Mitigate the onerous task of manually filing paperwork;
- Ensure that documents could no longer be misplaced; and
- That searching for a document(s) was as easy as typing a few keystrokes.

The Solution

Snap-On Tools Australia chose to implement Redmap's smartFiling solution to address the storage and management of their paper and electronic documents. It was decided that the solution should be implemented before relocating offices in an effort to eliminate the burden of moving the filed paper records as well. *"We implemented (the software) a couple of months before our relocation and were using the software pretty much straight away"*, says Snap-On Tools Australia's IT Manager, Robin Beard.

Once installed, the Credit Department was able to start scanning the existing paper records and, taking advantage of Redmap's document automation solutions, have them automatically filed. *"Our large compactus did not make the trip to the new location"* continued Beard. *"We are not storing a huge mountain of paper anymore."*

Whilst the Credit Department were the initial users of the Redmap solution, the Accounts Department has since joined the fold and begun electronically storing invoices. There are also plans to roll out the software in the near future in other departments throughout the organisation.

The flexibility of the Redmap solution also provides the business an opportunity to continue to improve its document management capabilities and processes. This can be done in stages and at the pace set by Snap-On Tools Australia ensuring that change management best practices can be met.

"Redmap have worked with Snap-On to help us improve our business processes. Our users like using the software which we find flexible and efficient. The Redmap solution was well priced. It's a reliable, low maintenance system."

Robin Beard, IT Manager | Snap-On Tools Australia

Results

- The Redmap implementation has enabled the business to use less paper and reduced the amount of office space required to store filing cabinets;
- Staff at Snap-On Tools Australia now have comprehensive access to documents within the business; and
- Credit reference files, contract information and correspondence are now scanned and stored within the system & can then be retrieved instantly.