Case Study | Manufacturing | Honda France Manufacturing S.A.S.

Leading power equipment manufacturer improves on security and governance goals with enterprise paperless solution

The Challenge

Honda France Manufacturing (HFM) produces power equipment and engines for lawn machines and watercraft. It also co-ordinates the European sub-contractors that manufacture riding mowers, lawn tractors, electric lawn mowers and motorhoes.

Seeking to improve compliance efforts, HFM analyzed each department’s existing documents, processes and workflows. Seeing the impact that its manual, paper-based processes had on efficiency, HFM knew it needed to implement an enterprise content management system to meet compliance initiatives.

That’s when HFM found OnBase by Hyland.

The Solution

Working with authorised OnBase Solution Provider Numerial, HFM implemented OnBase in November 2007, initially deploying the enterprise content management solution in its Human Resources, Sales and Accounting departments.

“What started the entire process for us was our need to automate and secure internal processes and documents, and ensure confidentiality by giving the right people access to the right documents within our organisation,” said Philippe Jeannin, manager of corporate and sub-contracted activities at Honda France Manufacturing.

The Return on Investment

**Decreases incentive process time from three months to one:** “It used to take us at least three months before sales incentive payments could be made to our dealers,” said Jeannin. “Now dealers access Honda’s intranet site and fill out an HTML form which OnBase automatically sends for validation. We can process up to 1,800 unique premiums per year and pay our dealers every month.”
Speeds accounts payable processes: Through a seamless integration with the organisation’s existing SAP application, OnBase eliminates the need to manually input invoices and allocation data. OnBase verifies, links and matches incoming supplier invoices to purchase orders and delivery forms in the system before automatically routing them for validation and payment. In the event a purchase order is not yet in the system, OnBase holds pending invoices, ensuring that they are all accounted for at month-end.

Improves information access: “We scanned all of our HR files into OnBase, as well as all associative documents relating to employment contracts, salary adjustments, medical, payroll and the like,” said Jeannin. “Now, everything is stored in a single repository, with the history of the company effectively sitting in one central place and available in a few clicks.”

Supports compliance efforts: “We have created a workflow for tracing product modifications on our production line to make all departments aware of any new modifications or components – vitally important for maintaining standards of quality and products certification,” said Jeannin. “Also, all company contracts are now automatically monitored with validation and renewal or deadline reminders, ensuring that a contract is not forgotten in a drawer somewhere with an overpassed cancellation date.”

Reclaims physical space: “Once the records in the Domestic Sales Division, which manages over 700 Honda dealers across France, were scanned into OnBase, we were able to empty eight cupboards of paperwork,” said Jeannin. “Now that everything is automated we are not losing documents through a circulation of paperwork, and have reduced our archive storage volumes by at least 60 per cent.”

Improves dealer relations: HFM created a number of workflows to automate dealer communication to Honda Support. Previously, this manual process often resulted in misplaced files or forgotten requests. Now, OnBase ensures that the right person receives the request and follows up in a timely manner.

Expands into other areas easily: Since the initial implementation, HFM has expanded OnBase to several other areas within the organisation, with approximately 120 users on two sites declared in the system. “From an incoming fax treatment process for Sales, to the archiving of customs and logistics documents, OnBase is being used on a daily basis across our organisation,” said Jeannin.

Delivers maximum value: “Not only did we achieve our targets of corporate governance and securing confidential information, but we over-achieved in this direction, securing and improving management processes such as orders, validations and lifecycle reminders,” said Jeannin. “This has resulted in reduced processing times for document retrieval, invoices, provisions building and monthly account closures.”

Learn more at OnBase.com