



Customer Success Story | Product

# Universal Forest Products

## OnBase provides UFP's end users with a better view

### The Challenge

From environmental procedures to compliance initiatives, wood and wood product manufacturer Universal Forest Products (UFP) is no stranger to complex, changeable processes. However, the way UFP's business units were managing many of those processes – via shared spreadsheets, aging Access databases and manual tracking – was less than ideal.

To improve process efficiency and better equip business users, UFP chose a flexible case management solution from OnBase by Hyland.

### The Solution

With OnBase, UFP leverages one, comprehensive case management platform to control several business processes across the organization – from capital expenditures to SOX compliance to storm water management. While different in many ways, this work shares key requirements that OnBase supports, including employee discretion and decision-making, organization-wide collaboration and access to supporting documents and data.

“OnBase is now used by almost every department and almost every knowledge worker in the company,” says Sean Lemon, national project manager at UFP. “It has a huge range of accessibility.”



**Universal Forest Products**

#### CUSTOMER

Universal Forest Products

#### INDUSTRY

Manufacturing

#### SIZE

85 facilities

#### LOCATION


Grand Rapids, MI

#### ONBASE INTEGRATIONS

OnBase for Case Management

One platform **Unlimited potential**

**OnBase**  
by Hyland



**“This application takes the phrase ‘your information finds you’ to heart, alerting the knowledge worker at the moment they have to do the work.”**

– Sean Lemon, national project manager, UFP

With business applications built on OnBase, employees have one place to go to access information and drive processes. Business units also leverage the spectrum of OnBase capabilities – including electronic forms and workflow automation – to streamline processes from start to finish.

In addition to automating predictable process steps, OnBase equips UFP’s business users with the complete view they need to handle knowledge-driven work – providing access to all data and documents from one intuitive interface. The system also sends employees automatic email notifications with instructions on when and how to complete tasks, as well as links to associated forms.

“These applications take the phrase ‘your information finds you’ to heart by alerting the knowledge worker at the moment they have to do the work,” says Lemon.

This ensures that key processes – such as environmental testing – are completed on time while minimizing the need for manual tracking.


OnBase also alleviates tedious tasks in many areas – saving time and allowing employees to focus on higher value work. This is especially true of UFP’s storm water management application, which Lemon called “one solution that really saved our environmental department from a database nightmare.”

UFP must ensure that the chemicals it uses for wood treatment are managed properly and not spilling into aqueducts and drain systems. Each state handles testing requirements differently – and with plants distributed throughout the U.S., Mexico and Canada, managing this process was no easy feat.

Before OnBase, UFP’s legal department maintained a database of all facilities, used a spreadsheet to manually track requirements and emailed employees when tasks were due. Once testing was complete at each plant, the environmental department manually reviewed completed forms to ensure they met requirements. For both departments, these processes were time-consuming.

Now, the storm water management application tracks requirements at each facility, notifying users when they need to act, providing instructions to simplify the process, monitoring due dates and alerting required reviewers. With easily accessible reporting, the environmental department has increased visibility into the status of all requirements at any given time.

“OnBase does all the email sending and task setups on its own,” says Lemon. “Now the plant is just responsible for making sure they get their information in on time. The legal department’s requirements are also minimized and the environmental department is only reviewing the actual work, rather than managing the entire process.”



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### **The Difference**

#### **Provides employees with a complete view of all work:**

Users across various business units now have one place to go to manage their work. Employees access all information and supporting content from a single interface, improving decision-making and collaboration.

**Improves task management:** Timely notifications are especially impactful for UFP’s distributed plants.

“Employees receive an email with instructions and a direct link to fill out required information – and they get it the week, month or quarter they’re supposed to do the work,” says Lemon. “From the field perspective, this was one of the best improvements we made.”

**Increases visibility into process status:** UFP’s environmental department has better visibility into the status of all requirements at any given time via filters and out-of-the-box reporting. This allows them to proactively identify bottlenecks and make improvements over time.

**Rapid application rollout:** In addition to saving time for business users, UFP also saves time on building applications. With point-and-click configuration, most applications take less than two months from design to rollout. “About a month later they’re up and running, and we’re no longer manually managing that data,” says Lemon.

Learn more at [OnBase.com/CaseManagement](https://OnBase.com/CaseManagement) »