

Connecting Documents And Data: A Steel Company's Path To Digital Efficiency in the Philippines



CLIENT BACKGROUND



The client is a manufacturing company in the Philippines that produces steel products for home, automotive and electronic needs. Like many manufacturers, the company manages a wide range of business and factory documents. These include product reports, sales orders, invoices, purchase orders and daily reports.

To manage its document volume of between 5,000 to 6,000 documents each month, the company needed a more efficient way to capture, organise, retrieve and approve information across its operations, which covers more than 100 employees.

CASE STUDY AT A GLANCE



CHALLENGES	• Heavy reliance on physical documents, including handwritten factory documents • Manual document routing, indexing and searching • Time-consuming signing and approval processes • Document storage spread across traditional folder structures • Difficulty retrieving the right information
FUJIFILM BUSINESS INNOVATION SOLUTIONS	• FUJIFILM IWpro for document capture, processing and storage • Kintone for flexible data collection and input management • Integration between FUJIFILM IWpro and Kintone to connect document-driven and data-driven workflows • Workflow design to support document routing, review and approval • Future-ready integration with other office software
BENEFITS AND RESULTS	• Reduced reliance on physical document handling • Improved document capture and metadata management • Faster access to documents and related information • More structured storage of final documents • Smoother approval workflows with better visibility • Strong foundation for wider digital transformation

THE CHALLENGE

As the company continued to grow, its document volumes also increased. This made it more difficult to manage paper-based processes, physical storage and document retrieval efficiently.

To support its next stage of development, the company needed a more structured way to capture, organise, approve and store information across its operations.

Managing A High Volume of Paper Documents

The company handles a large number of documents as part of its daily operations. This includes documents linked to factory processes, customer requirements, sales orders, invoices, purchase orders and internal reports.

Before working with FUJIFILM Business Innovation, the company handled physical copies of these documents. This created several challenges for employees, including the risk of misplaced or lost paper documents and the need for storage space to accommodate growing volumes of paper records.

As the volume of paper documents increased, physical storage became harder to manage, occupying valuable office space and making document retrieval more time-consuming. Manual handling also made collaboration harder, especially when employees needed to route, review and approve paper documents.

As a result, employees spent much of their time indexing, searching and organising files, which reduced productivity and increased the risk of delays.

Limited Visibility Across Document Workflows

The company also faced challenges in tracking document status during the signing and approval process. With paper-based workflows, the company had difficulty tracking the status of each document in the approval process. Employees had to manually check who had the document, who needed to review or approve it next and whether they had already completed all required information.

This lack of visibility made follow-ups more time-consuming and caused delays in daily operations. It also created a need for a more structured workflow that could help teams manage approvals with greater clarity.

Traditional Folder Structures Made Retrieval Difficult

Documents were stored using traditional folder structures. While this may work for smaller volumes, it becomes harder to manage when a company handles thousands of documents each month. Employees needed a solution that could help them organise documents with the right information attached, making it easier to search for, retrieve and manage files when needed.



THE FUJIFILM BUSINESS INNOVATION SOLUTION

FUJIFILM Business Innovation Philippines worked with the client to design a more connected document and data workflow. The solution integrated FUJIFILM IWpro with Kintone to support both document-driven and data-driven processes.

Document Capture And Metadata Management

For externally received documents, such as invoices and purchase orders, employees can scan documents into FUJIFILM IWpro. The system captures the document and supports metadata generation, helping each file carry useful information for future retrieval.

or internal documents such as product reports and daily reports, employees can enter information directly into digital forms in Kintone. This replaces the manual process of filling in paper forms, passing them on to the next person, scanning them for records and storing them in physical folders

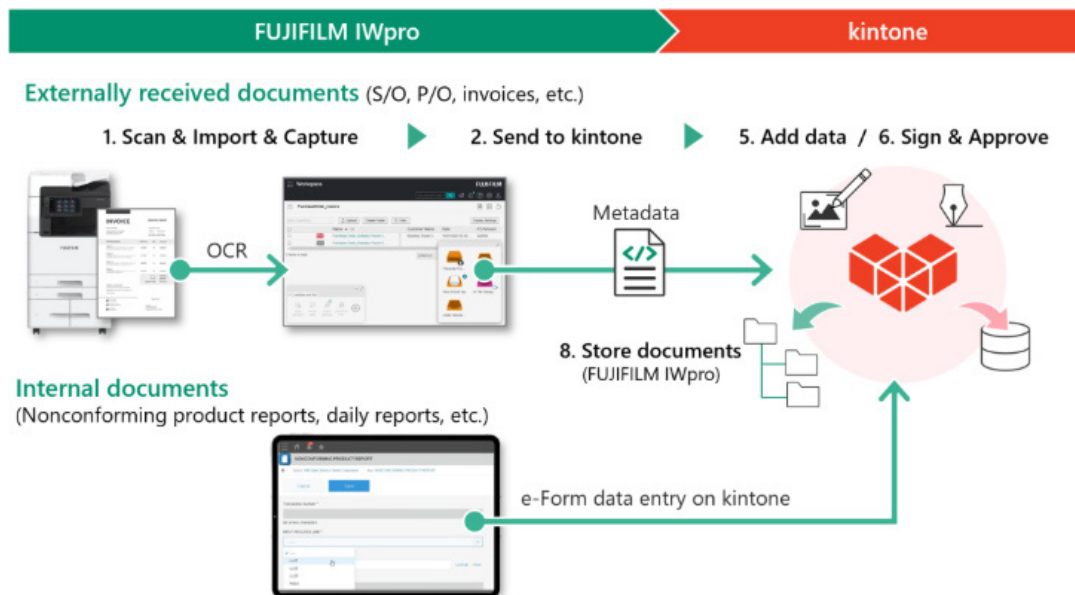
Once submitted, the digital forms can then be routed online for review and approval, helping employees reduce repetitive

Integration Between FUJIFILM IWpro And Kintone

The workflow connects FUJIFILM IWpro and Kintone. Metadata from scanned documents can be sent to Kintone, enabling teams to manage both document content and related data in a single process. In Kintone, employees can include additional information as needed, such as attributes and supporting photos. Documents can also be routed for signing and approval, helping the company move away from manual approval processes.

Future-Ready Workflow Enables Seamless and Scalable Implementation

The workflow also includes a future-ready design for integration with other office software. This enables relevant data to be queried and used within the workflow, reducing repetitive manual input and improving data accuracy. Backups can be stored in Kintone, while employees can store final documents in FUJIFILM IWpro in organised folders. This helps create a clearer structure for long-term document management.



THE BENEFITS



Reduced Reliance On Physical Documents

With FUJIFILM IWpro and Kintone, the client can reduce its dependence on physical document handling. This helps lower the risk of employees misplacing, losing or damaging paper documents while reducing the need to store growing volumes of physical records.

Employees can now capture, digitise and manage factory documents, reports and externally received documents in a more structured way, helping them spend less time handling paper documents and more time focusing on higher-value work.

Faster And Easier Document Retrieval

By adding metadata to documents and linking them to Kintone data, employees can retrieve information easily. Instead of searching through physical files or traditional folder structures, teams have an organised system to locate the documents and information they need. This supports faster response times and smoother daily operations.

Better Collaboration For More Efficient Approval Workflows

The new workflow supports better collaboration and a clearer signing and approval process. Documents can be routed through Kintone, making it easier for employees to review, approve and track progress. This improves visibility and helps reduce uncertainty around pending actions, approver status and next steps.

Stronger Account Tracking And Customer Support

By making documents, contracts and account-related information easier to track, employees can stay on top of each customer account more effectively. This helps reduce the risk of lost documents, supports quicker turnaround times and enables the company to provide more responsive customer support.

Improved File Management And Centralised Storage

The solution provides a more structured approach to storing final documents. Files can be organised in FUJIFILM IWpro, while Kintone supports related data and backup storage. This helps reduce the risk of employees storing documents in inconsistent locations and supports better document governance across the business.

A Stronger Foundation For Digital Transformation

The integration of FUJIFILM IWpro and Kintone gives the client a scalable foundation for future digital transformation. By combining document capture, data management, workflow routing and future-ready integration with other systems, the company can continue to improve how information moves across its operations.

FUJIFILM Business Innovation's expertise in office solutions, workflow design and document management helped the client take an important step towards a more connected way of working.

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