

Success Story: Driving Agricultural Innovation and Enhancing Efficiency with M-Files



Industry: Agriculture, Construction, Mining Machinery Manufacturing

Location: Philippines

Highlights

- **Enhanced Efficiency:** Automated document import and digital timekeeping significantly reduce manual processes, leading to return on investment.
- **A Customized Solution:** M-Files was configured to fit specific business workflows, enhancing productivity.
- **Improved User Adoption:** Tailored training and dedicated support leading to increased user engagement and satisfaction.
- **Proactive Support:** Regular updates and proactive monitoring ensuring the customer can fully utilize new features and enhancements.

Company Introduction

A well-known distributor of agricultural solutions in the Philippines is dedicated to contributing to the country's food self-sufficiency. The machinery they provide plays a crucial role in producing abundant harvests, earning them the trust and confidence of farmers nationwide. The customer is a mid-size company in the agricultural machinery, equipment, and services industry with approximately 100-300 employees.

Key Challenges Before M-Files

The customer's previous document management approach was increasingly misaligned with the evolving demands of the business. As operations grew more complex, the limitations of the existing system became more apparent. Manual processes were heavily relied upon for routine tasks such as document handling, approvals, and data entry, which not only consumed valuable time but also introduced a higher risk of human error. These inefficiencies created bottlenecks that hindered overall productivity.



Moreover, the previous approach lacked the flexibility to adapt to the organization's specific operational requirements. It offered limited configuration options, making it difficult to align with the company's unique processes and compliance needs.

The M-Files Solution

To overcome these limitations and modernize their document management approach, the customer decided to implement M-Files with M-Files partner Fujifilm Business Innovation Philippines. Together, they deployed the platform alongside the customer's other systems.

To eliminate manual inefficiencies and reduce human error, M-Files introduced workflow automation and Optical Character Recognition (OCR). Documents are now seamlessly uploaded to M-Files, where OCR automatically extracts and indexes key data such as invoice numbers, customer and supplier names, and invoice amounts. The system checks payment status and, if unpaid, initiates the approval process, streamlining operations and reducing delays. Business intelligence insights are now generated through automated reports on a monthly, quarterly, semi-annual, and annual basis—providing the visibility needed for data-driven decision-making.

The solution also provided users with timely assistance, fostering confidence and satisfaction. Regular software updates and proactive communication ensured that users remained informed about new features and enhancements. Comprehensive training programs, including tailored workshops and role-based resources, empowered users to adopt the system with confidence and maximize its capabilities.

Together, these enhancements laid the foundation for a more agile, efficient, and insight-driven document management environment.

The Results

The new system provided robust version control for document management and boosted work efficiency with M-Files' AI-powered features. Time savings were achieved through automating document import, eliminating the need for manual uploads and drag-and-drop actions. Digital timekeeping replaced manual logbook entries, enabling remote access for employees working offsite and supporting more flexible work arrangements.

Key Factors Behind Successful Implementation

The success of the implementation was fueled by several key strengths. Deep technical expertise ensured smooth and effective integration of M-Files. A proactive mindset in monitoring performance and suggesting improvements underscores a strong commitment to customer success. Integration with other platforms enabled dynamic report generation and introduced flexible workflow automation options. Most importantly, cultivating a strong relationship between Fujifilm and the customer built trust and loyalty, which made the entire journey a standout success.



Transformed User Experience

To elevate the M-Files experience, the team introduced a comprehensive support strategy focused on platform training, workflow customization, awareness of advanced features, and optimal system performance. Through personalized training, expert-led customization, seamless integration, and proactive support, users were empowered to fully harness the capabilities of M-Files. Regular feature updates, targeted engagement strategies, and performance monitoring further enhanced productivity and user satisfaction. This collaborative, expertise-driven approach not only maximized return on investment but also strengthened customer relationships through meaningful, personalized service.

Partner

Fujifilm Business Innovation Philippines (FUJIFILM BI PH) is a leading provider and trusted partner for quality document services and communications, enabling people and businesses to share knowledge across all platforms seamlessly. Established in 1965, FUJIFILM BI PH employs approximately 200 staff, including a team of industry leading professionals who support our portfolio of document management technologies, IT solutions, and customer communication services. FUJIFILM BI PH offers a holistic ecosystem of products and solutions to enable businesses to achieve increased productivity and efficiency. This includes world-class office multifunction devices, cloud and mobile solutions, multichannel marketing solutions, and business process management solutions.

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