



APPLEDALE PROCESSORS CO-OPERATIVE

Driving efficiency & quality control

Appledale Processors Co-Operative is a 100% Australian owned bulk processor of fresh apple and pear juices. Located in Orange in the central tablelands of NSW, Appledale Processors was founded in 1978 by a group of district orchardists with a passion for local, high quality produce and a need for a cost effective solution for processing their product.



Appledale Processors
Co-operative Ltd

AT A GLANCE

Food Production

Inland Products Used:

Canon multifunction printer
Customised OCR Capture Solution

Benefits:

Improved staff productivity by reduced time taken to access documents
Minimised risk of misplacing or losing documents by digitising documents and reducing the need for manual handling

Orange is one of Australia's largest apple producing areas, with apple and pear crops harvested from March to May. With the capacity to process 24,000 tonnes of fruit yearly, the co-operative offers services ranging from producing juices made to individual customer specification, to weighing services and bookkeeping.

Appledale's processing plant and office is located in Orange, while its operating orchard is positioned on the outskirts of town.

Challenges

"One of our biggest challenges at Appledale is the sheer volume of documents that come through the co-operative everyday. We deal with numerous growers and suppliers and we need to track and document everything, from fruit coming in and out of the orchard, to weight records and storage, as well as all the usual compliance paperwork we need to keep for tax purposes," said Leanne Pearce, office manager, Appledale Processors Co-operative.

With hardcopies of most of these documents needing to be kept for years, all documents are physically filed by the administration staff, with recent documents stored at the office in Orange and older files boxed, labelled, and moved to a storage space at the co-operative's orchard. This manual document management process created an issue for Appledale around efficiency. Being able to easily and quickly access files, both in the office and those located at the storage facility at the orchard, was extremely time

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Leanne Pearce
Office manager



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consuming for Appledale's administration staff.

Also, having only hardcopies of its files posed a massive risk. If there was an incident, like a flood or a fire, it could damage the original, and only copy, of these documents.

“We needed a new process that provided a disaster recovery solution, as well as an efficient way to digitise and file our documents. It was important that this process was simple and easy to use for our staff,” says Pearce.

Solution

“We had worked with Inland Digital for a number of years and they already provided our Managed Print Solution. With a strong understanding of our business, Inland Digital was able to provide a document management solution that suited our needs,” says Pearce.

Given the volume and variety of documents Appledale process daily, Inland Digital created a number of templates to help detect the type of document, identify the important information within the document to index and file into named network folders. This allows Appledale employees to quickly and easily access the documents when they are required.

“If we look at payroll, we collect a number of signatures for approval and we keep a record of this on file. Now I can simply walk over to the printer, put the documents in the tray, and scan all in one go. It automatically scans the document, identifies it as payroll, and files it in the correct folder. This is extremely important to get right, as this information is confidential, so it needs to be put into a folder with limited access,” says Pearce.

“We still keep hardcopies of all our documents on file. So the real benefit for us comes from no longer having to physically retrieve filed documents, and also re-filing once we had finished with them. Now, we simply go to wherever it is saved on the system and use the document. A task that previously



took at least 10-15 minutes is now completed in no time at all.

“We use our Canon multifunction printer to scan batches of documents, which are automatically routed to multiple predetermined locations, which is great.”

Results

“We have significantly reduced the time spent retrieving a document; if the file was in our office, this process could take over 15 minutes. If the file we needed had already gone to our storage space on the orchard it was a lengthy process as we needed to drive out of town to the orchard, locate the box, locate the file, then take it back to the office. This was not only inefficient, it was more prone to documents being misplaced or misfiled. Our new process significantly reduces our need to access original documents and we are also protected against flood or fire, as we have now have digital copies.” says Pearce.

“Shifting from working with hardcopy documents to digital was a significant change and required some adjustment, but the benefits have been great. The scanner on the Canon device is easy to use and the processing of the documents makes our lives so much easier!”