

Seamless integration and automated workflows allow automotive body shop staff to focus on opening new locations, knowing that with DocuWare, core processes will continue with minimal manual touch.



Sean Penner, CFO
Carubba Collision, Buffalo, NY



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- Location:** USA
- Industry sector:** Service Provider
- Deployment:** On-premises
- Department:** Finance
- Integration:** QuickBooks, Outlook

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Established in 1955, Carubba Collision is the largest body shop conglomerate in upstate New York. Dedicated to assisting customers with insurance claims and restoring their vehicles to pre-accident condition.

Operational expenses remain steady as the business grows

Carubba Collision's high growth phase involved the opening of 4-6 new locations a year. To manage this growth, CFO, Sean Penner, reviewed DocuWare's functionality to determine which features could best be used by Carubba. Some of the new automated features he opted for include an "Invoice Look Up" button in QuickBooks to take accounting staff directly to the required invoice in DocuWare and the Connect to Outlook module enabling staff to easily send, receive and upload documents via email.

Penner also took a closer look at their existing software platforms. They were using PSIScapture to transfer invoices into QuickBooks for processing. However, because the company stored invoices in DocuWare, Carubba's management team determined that a tighter integration between platforms could be achieved by implementing DocuWare's workflow automation capabilities.

Company-wide training ensures employee buy-in

All employees received hands-on training on the use of DocuWare. "A general training on the basics of storing and searching in DocuWare and giving employees proper access, made a huge impact on employee buy-in, resulting in an increase in our accounting department's efficiency," said Penner.

DocuWare solutions increased efficiency by eliminating tedious, error-prone manual tasks

The accounting staff was absolutely thrilled with the new work process because it eliminated tedious tasks like filing paper documents. They now can research a question with a quick search in the electronic file cabinets and respond to customers or colleagues immediately. This goes a long way toward improving customer service. Today, while the bulk of Carubba's invoices still arrive in paper form, they are now scanned, automatically indexed and filed electronically - there are no more physical filing cabinets. By giving management an audit tool to review and verify that an invoice has been processed correctly, DocuWare has improved both accuracy and employee accountability.

Carubba Collision is very happy with its DocuWare solution for accounting and plans to expand to its HR department. As a final thought, Penner said,

"We've eliminated a couple of hours per employee per week by getting rid of manual paper processes."

"We've eliminated a couple of hours per employee per week by getting rid of manual, paper processes. It's hard to quantify how many hours we've saved but the bigger benefit is that we've been able to add more stores and grow our business without adding operational costs such as more staff in accounting."

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