

## Case Study: Stephen James Group

# DEAL FILE DIGITALISATION: A DRIVER FOR CHANGE

The Stephen James Group is an authorised BMW and MINI car dealership; providing sales, parts and servicing. Headquartered in Enfield, the group employs over 400 staff across 7 locations in London and Kent.

Stephen James



## “No.1 in London for BMW and MINI”

## DIGITAL TRANSFORMATION

Stephen James had centralised their accounts and administration functions; but the processing of deal files was still a labour-intensive task. One that was difficult to audit effectively and generated large volumes of waste paper. It was time to transform the business with Document Digitalisation.



Labour and paper-intensive vehicle handover process



Complex order processing generates multiple documents



Lost documents leading to significant delay in order processing



Lack of management information to support decision making



3 large rooms full of boxes containing orders and invoices for the last 6 years - 10 boxes high



Logistical costs of moving paper from office to office



Time-consuming, manual document search & inefficient audit process



Concerns over data security and access to sensitive customer information

Produce over 2 ½ tons of waste paper every year



# SOLUTION AND BENEFITS

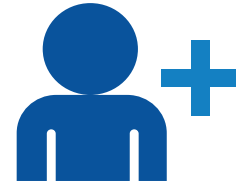


Docuware IN THE CLOUD



- ◆ Digitising all car dealership handover files
- ◆ Improved customer experience
- ◆ Saving space and money on storage each year
- ◆ Elimination of error / misfiled documents
- ◆ Store all types of document, from any source
- ◆ Files encrypted
- ◆ Drag and drop simplicity

- ◆ Intuitive document search
- ◆ Reduced carbon footprint
- ◆ Enhanced document security
- ◆ Faster file search and retrieval
- ◆ Improved employee productivity
- ◆ GDPR compliant processes



“Charterhouse really got to know both our business and our processes; so they were able to recommend and develop a solution that was tailored to our specific needs. They were also on hand to provide support throughout implementation and adoption.”

Clive Copeman, Stephen James Group

Savings of  
**£26,000 per year**  
on storage

Elimination of  
**£1,500 annual**  
waste disposal  
costs

Reduction in  
paper waste of  
**1.5 tonnes per**  
year

Saving of **40**  
hours admin  
time per month



## ABOUT CHARTERHOUSE VOICE & DATA

Established in 1993, Charterhouse Voice & Data is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.