

## 1 Background

eReplacementParts.com, an online leader in the sales of replacement parts, believes that fixing things makes sense because it is better for the consumer's wallet and the environment. The online retailer began selling power tool parts over eight years ago and has since expanded into appliances, lawn equipment, vacuum, consumer electronics, and plumbing parts.

As eReplacementParts.com added more product categories, vendors and individual items, the processing of purchase orders (POs), invoices and order confirmations became more resource intensive.

With hundreds of vendors each using a different document format, the company was spending numerous hours per month printing, filing, manually entering data into a back-end system and storing paper documents. Not only was the manual process inefficient, it also went against the company's mission to eliminate waste.

eReplacementParts.com wanted to improve the accuracy of its procurement and accounting processes by utilizing intelligent document capture technology to digitize its paper documents and integrate the information with its home grown back end systems. The company needed to make sure that the technology it invested in was easily customizable, flexible and scalable.

## 2 Solution

After researching intelligent document capture technology, the company identified Ephesoft as a potential solution. Ephesoft recommended that the company's IT group speak with systems integrator and partner, Zia Consulting. Zia experts were able to address any questions the IT team had about Ephesoft, especially with regards to customization and flexibility.

Dave Fairbanks, founder of eReplacementParts.com, commented that "Zia consultants were essential in helping us assess our actual needs, understand how the technology could be used and determine what type of solution would work best with our environment and budget."

"Zia Consulting continues to deliver great results for our customers ensuring that each customer can optimize Ephesoft for their individual use. eReplacementParts.com is another example of how businesses can improve their invoice and accounting processes to save time, improve accuracy, reduce backlogs, and increase processing speeds."

- Don Field, CEO - Ephesoft

## CUSTOMER FACT SHEET



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### Technologies



- Ephesoft
- Fujitsu Scanners
- Kofax VRS

### Solution

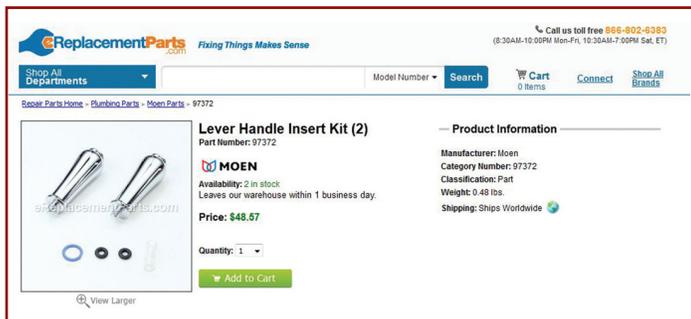
- Zia's Roadmap Assessment
- Intelligent Document Capture

### Results

- Successfully implemented Ephesoft in under three months
- Saved hundreds of hours of employee time
- Improved invoicing accuracy by eliminating manual entry
- Reduced paper waste and physical storage requirements by moving to an electronic invoicing process
- Superior support through implementation
- Scalable solution to meet future growth

After receiving a demo and trying the software, eReplacementParts.com selected Ephesoft and Zia Consulting to help configure and provide support through the implementation. The IT group determined that Ephesoft was 1/5 the cost of other proprietary document capture solutions and offered a scalable platform that could grow with the organization.

“We are an IT savvy company and did most of the Ephesoft implementation ourselves. We leveraged Zia to help us through any questions or issues that we had,” said Fairbanks. Zia helped eReplacementParts.com determine how to configure the solution and where to customize it. Zia also helped address any bugs in the software and fixed it so that the IT group could continue with their implementation.



eReplacementParts.com easily customized Ephesoft to meet their specific needs and leveraged advanced product features. For example, with the database look up functionality, the company can compare the information provided in the paper documents with the information in their database. This combined with some custom Java scripts ensures that vendor, product and pricing information is accurate. Java scripts are also used to read and add each line item on an invoice to make sure the number matches with the total number of parts listed. No longer do employees have to calculate this manually, saving time and improving accuracy.

Today when paper invoices arrive, they are scanning using Fujitsu scanners with Kofax VRS to improve the readability of scanned images. The images are sent to the Ephesoft server where the text is extracted from the documents and converted into an electronic form. The IT group created custom forms to integrate with eReplacementParts.com’s ERP systems. The system quickly retrieves the appropriate data fields for classification. It also validated the information with POs, the receipts database and will flag exceptions or direct the document to the appropriate system for processing.

### 3 Conclusion

With Zia’s support implementing intelligent document capture technology, eReplacementParts.com has moved from a paper-based system to an electronic invoicing and account process that is accurate and efficient. The new system saves time and frees up worker time to focus on other projects and activities.

Regardless of document format, the company can quickly and easily convert documents to electronic form for faster processing. Using Ephesoft, the company can validate and ensure that its databases are up-to-date.

The company had a working Ephesoft solution up and running in 3 months. The Zia team was responsive, knowledgeable and provided excellent support through the selection, implementation and ongoing management of Ephesoft.

eReplacementParts.com now has a flexible and scalable document capture platform that can grow with the company as the continue to expand vendors and categories.

“Zia consulting is a true partner and ensured that we implemented a document capture solution that was right for our organization and resources. They understood our needs and supported us every step of the process. Most importantly, they helped us become self-sufficient in managing Ephesoft. As questions come up over time, we know that Zia experts will be there to help. We look forward to working with Zia as we expand our implementation with OCR and workflow technology.”

- Dave Fairbanks, Owner - eReplacementParts.com