

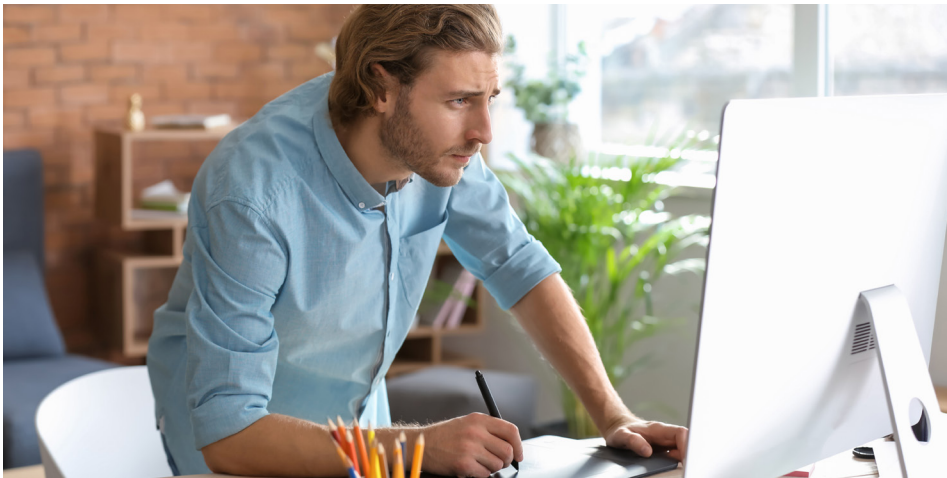
Fairfield Chair Company

Digitizing files and improving access.

“Going in, we just wanted a digital file cabinet for all our files. But we ended up getting so much more.”

John Thomson, Director of Information Technology, Fairfield Chair Company

FAIRFIELD®



ABOUT FAIRFIELD CHAIR COMPANY

Fairfield Chair Company is a family-owned furniture company based in Lenoir, North Carolina. Established in 1921, they now employ nearly 500 people and are a major manufacturer of fine upholstered seating for the home, office and hospitality industry.

Approaching its centennial celebration, the company is known for masterful craftsmanship combined with quality, style and value.

CASE STUDY SNAPSHOT

The Challenge

- Reduce reliance on paper filing system—rooms of filing cabinets
- Integrate with existing scanning equipment
- Accelerate time-consuming file retrieval process
- Increase file security
- Digitize at least 60% of operations in two years

The Solution

- Xerox® DocuShare® enterprise content management (ECM) solution
- ABBYY automated capture solution
- Three new multifunction printers with print and finishing capabilities for office functions and marketing
- Professional services from Xerox in configuring the digital solution
- Estimated 40% of large office rooms cleared, freeing space for new staff
- Six departments using DocuShare, including Accounts Payable and HR

The Results

- Nearly 500,000 pages digitized and captured
- 180 file cabinets eliminated from the office
- Less time spent searching for information, instant access to files based on customer, invoice or frame number
- Reduced print costs (35 to 40%)
- Reclaimed up to 40% of a central office (exterior wall was previously lined with file cabinets)
- Faster response time to customer requests
- 50 inefficient personal printers replaced
- Increased security, digital file back-up
- Reduction in printing has supported Fairfield's commitment to sustainability

THE CHALLENGE

Fairfield Chair Company had a paper problem. Hundreds of file cabinets. Bookshelves and binders beyond count. And four concrete, fireproof safes for payroll alone. Its three-story headquarters in Lenoir, North Carolina, was filled to the brim, forcing employees to share space, with two or three people to an office.

The company's over reliance on paper also made it difficult to respond quickly to customer requests. Pulling files took too much time. And employees often needed to climb three flights of stairs to find what they needed.

To stay relevant in today's fast-paced, digital-first marketplace, Fairfield realized the time had come for them to make a change.

THE SOLUTION

Fairfield set the goal to digitize at least 60% of their operation within two years and reached out to a local document solutions company, Business Data Solutions, Inc. to research and identify possible solutions. They wanted an enterprise content management solution that could help their office go fully paperless. Instant access to files. The best possible security. Most importantly, the company wanted to get started fast — so high-speed scanning with easy information capture was a must.

Of the four possible options the solutions company recommended, Enterprise Capture — Xerox® DocuShare® with ABBYY capture integration — was the clear choice for Fairfield. Ease of implementation and speed were the deciding factors that tipped the scales toward Xerox. While other options would have required all-new, proprietary scanning equipment to work properly, Xerox was able to help Fairfield get up and running immediately. Within weeks, Fairfield was setting up a schedule to start programming the Xerox solution.

According to Caroll Tuttle, President of Business Data Solutions, Inc. "DocuShare made the difference, helping us offer Fairfield Chair a quickly implemented, effective digital solution that also incorporated office hardware for capture. Selling an end-to-end software solution like this to help a company meet its digital goals is a critical new piece of our strategy in servicing customers."

With DocuShare® and ABBYY, Fairfield is already making massive strides in its digital transformation journey. Optical character recognition (OCR) is able to capture all types of files and turn them into searchable PDFs — from Microsoft Excel cost summary sheets to checks — and the solution automatically links the captured information to the appropriate customer number. The company is also planning to use DocuShare® to store digital fabric samples. All data is securely backed up on-site and can be accessed with a simple search.

Fairfield is also printing smarter with Xerox. The company has replaced dozens of outdated personal printers with three new Xerox® AltaLink® and WorkCentre® multifunction printers for office functions and marketing.

THE RESULTS

- Six departments are now using DocuShare®, including Accounts Payable and HR.
- High-speed scanning has allowed Fairfield to digitize nearly 500,000 pages. 180 file cabinets as well as numerous binders and bookshelves were eliminated, opening up a massive amount of physical file storage space.
- With fewer file cabinets, binders and bookshelves, there's more room for employees to have their own office space.
- Employees can spend less time searching for information and respond to customer requests faster with instant access to files based on content such as, customer, invoice or furniture frame number.
- The company is able to print more intentionally and efficiently with the introduction of three dedicated multifunction printers.
- Secure on-site storage means total peace of mind that important data is backed up and protected. Users can only access the data and content they are authorized to see.
- Fairfield is recognized by Enhancing Furniture's Environmental Culture (EFEC) for sustainable practices, the highest "green" honor in furniture manufacturing. The reduction in printing has supported Fairfield's commitment to sustainability.



"Previously an employee had to walk up from the first floor office to the third floor file room every time they needed a document. Now, you find it in seconds at your desktop."

John Thomson, Director of
Information Technology, Fairfield Chair

XEROX® DOCUSHARE®

Xerox® DocuShare® is the easiest way to digitize, automate and manage your business content and processes whether on-premise or in the cloud.

Whether you have 10 employees or 100,000, this mobile-friendly, intuitive, cloud-enabled enterprise content management platform has the tools to help you start working better today.

Learn more at [xerox.com/ecm](https://www.xerox.com/ecm)