

“Using Covus we were able to eliminate approximately £40,000 per year in costs because we no longer needed a third-party company to manually obtain required information from Customs to create shipping documents.”

– Graeme Fraser
William Grant & Sons

C A S E S T U D Y

COVUS[®]
A FORMSCAPE[®] SOLUTION

Problems

- > Unreliable forms generation
- > Unable to generate new forms
- > Costly and time-consuming manual data collection
- > Need for specialized Customs reporting
- > Inadequate tracking of shipments
- > Need to improve branding

Solution

Covus[®]

Results

- > Saves £40,000 annually by automating the process of producing Customs documentation
- > Improves control over shipments
- > Simplifies forms modification
- > Reduces postage costs and increases productivity by automatically delivering documents via fax or e-mail
- > Supports branding efforts



WILLIAM GRANT & SONS
Independent Family Distillers since 1887

INDUSTRY

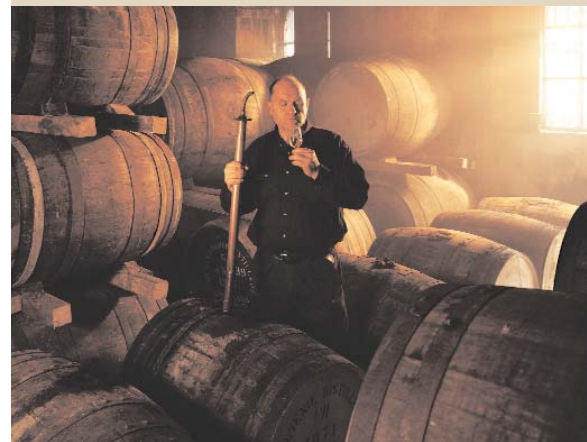
Distiller

COMPANY

William Grant & Sons Ltd of Surrey, Scotland, is an award-winning, independent family-owned distiller of Glenfiddich, the world's number one single malt Scotch whisky.

BUSINESS AUTOMATION SOLUTION

AS/400 host-based system and NT-based systems



William Grant & Sons Uses Covus to Enhance Efficiency and Improve Control over Shipping Processes

At the time the Scotland-based distillery William Grant & Sons Ltd began looking for a more reliable method of developing and generating forms, it was using an AS/400 application that simply output text into a form overlay generated by a separate PC-based application. Because no one remaining at the company knew how to use this legacy software, the company was unable to meeting a growing demand for new forms. The system was also unreliable. "The sales team needed a system that could create invoices correctly all the time. Reliability was a key issue," says Graeme Fraser, IT team member.

The United States division of William Grant & Sons was already using FormScape and the solution had proven its ability to meet the company's forms generation requirements. Hence William Grant & Sons decided to implement FormScape for its United Kingdom operations. "Our documents have to be laid out in exact ways to meet the requirements of our customers and of Customs. FormScape products allowed us to meet those requirements," says Fraser.

COVUS - A FORMSCAPE SOLUTION

William Grant & Sons has since migrated to Covus, FormScape's Document Process Automation™ solution, to take advantage of advanced functionality, such as report bursting. As the company has extended its use of Covus, the solution has helped it increasingly improve efficiency, reduce costs, and enhance control over its operations.

The company uses Covus to create sales orders, invoices, credit notes, debit notes, employee expense remittances, and vendor remittances. A central Covus server generates these documents and sends them to local printers over a wide area network. Report bursting simplifies invoice generation. Says Fraser, "We charge customers rent for storing casks in our warehouses. Our system produces one massive file with all of the rent data for all our customers; Covus allows us to easily split that file into separate invoices for each customer."

LOWERS COSTS OF CREATING CUSTOMS DECLARATIONS

As part of its shipping documentation, William Grant & Sons must create a declaration to Customs. Previously, the company hired a third-party company to manually create these documents at a cost of £30,000-£40,000 (or approximately \$60,000-\$70,000) per year. Covus's flexible functionality has allowed the company to automatically generate these documents in-house, improving efficiency and eliminating these costs. The Covus solution automatically accesses a Customs database and tells that computer how many cases are shipping, when the goods will leave the warehouse, what seaport the goods will be leaving from, their final destination, and a commodity code. The Customs system then sends back a number in response, which Covus automatically includes in the shipping documentation.



William Grant & Sons Uses Covus to Enhance Efficiency and Improve Control over Shipping Processes

IMPROVES SHIPMENT TRACKING

William Grant & Sons also took advantage of Covus's flexibility to cost effectively create a new custom application that improves its control over shipments. At the end of each production line, the company has specialized high-speed printers that print a batch number as well as a date and time stamp directly onto each case of whisky. This specialized printing device simultaneously generates an XML file containing this information. Covus takes the XML file, extracts the data, and enters it into an AS/400 database. In the future, the company may implement a Web-based, self-service front end onto this system so employees can view shipping information over the Web.

Says Fraser, "In the future, if someone takes a bottle of whisky off our shelves anywhere in the world, we will be able to tell what case it was in when it left our site and what customer it was shipped to. By tracking each case, we will be able to ensure that products are sold in the countries to which they are shipped so that distributors will not undercut prices, which reflect local market conditions."

Prior to implementing this custom application, the company manually tracked samples from various batches produced during the day. "But we couldn't track each case," says Fraser.

"Now we fax and e-mail 90 percent of our remittances at zero cost and time."

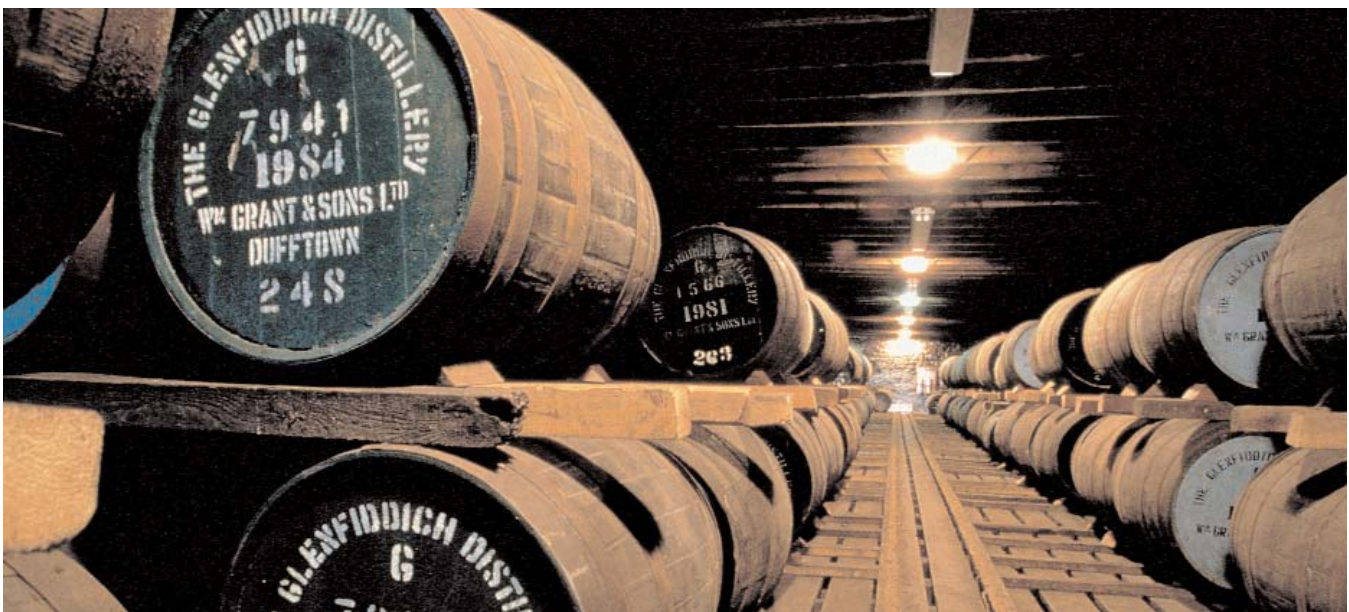
REDUCES COSTS, IMPROVES FUNCTIONALITY, ENHANCES BRANDING

In addition to these benefits, William Grant & Sons has achieved a number of advantages for forms generation as a result of using Covus. The company has reduced labor and postage costs through its ability to fax and e-mail vendor remittances rather than send them through the post. Says Fraser, "We used to send out about 500 vendor remittances per month, which meant we had the cost of envelopes and stamps and the two days it took for someone to mail them out. Now we fax and e-mail 90 percent of our remittances at zero cost and time."

Forms generation is now much more flexible as well. "Previously, we were unable to change our forms at all," says Fraser. "Now, if someone needs a new form or wants to change documents to reflect new legislation, we can do so easily." Covus also offers the flexibility to print documents from multiple systems: While most documents the company prints come from the AS/400 server, invoices for bulk spirits come from Microsoft Windows NT servers.

According to Fraser, "Covus has also helped us improve our branding. We sell products under five to six different labels while we always use the same format for our invoices. Covus ensures that the proper logo is included on each invoice."

Despite the return on investment that William Grant & Sons has already achieved using Covus, the company believes it has only scratched the surface. Says Fraser, "We've been learning the software progressively. Once you learn Covus, you can see all the extra functionality it has. We keep playing with it to figure out what else we can do."



ABOUT FORMSCAPE

FormScape is the leading provider of Document Process Automation solutions that integrate people, processes, documents and business systems to substantially cut costs, improve information visibility and ensure better control of business documents. With more than 8,000 customers, 50 partners, and offices across the globe, FormScape delivers in banking, finance, manufacturing, distribution, government, and property management.

Workers are more
productive

Suppliers are more
responsive

Customers are more
satisfied

United States: +1 888 237-4350
United Kingdom: +44 (0) 1252 618600
Germany: +49 (0) 6403 7785-0



www.formscape.com

Beech House • Ancells Road • Ancells Business Park • Fleet • Hampshire GU51 2QZ • United Kingdom
3900 Paramount Parkway • Suite 200 South • Morrisville, NC 27560 • United States
Rudolf-Diesel Strasse 7 • D-35440 Linden • Germany
North & South America - Europe - Asia - South Africa