

SCANSNAP™ CUSTOMER SPOTLIGHT: BRIDGEPOINTE TECHNOLOGIES

DIGITIZING THE TELECOMMUNICATIONS PAPER TRAIL

To be successful, businesses must be able to efficiently communicate internally and externally between employees, customers and partners. A reliable, robust telecommunications infrastructure is a critical requirement for this success.

Founded in 2001 and headquartered in Redwood City, Calif., Bridgepointe Technologies is a full-service technology brokerage house with an ecosystem of over 15 leading technology partners providing solutions in enterprise software, telecommunications services, hardware and professional services. Companies choose Bridgepointe for its consultative approach and ability to understand and customize solutions that help achieve key objectives. With its tenured sales and operations teams, Bridgepointe Technologies provides assessment on how companies can implement products and services to more efficiently run their businesses and create an environment that will position them for success in the future.

To effectively serve its growing customer base, Bridgepointe consultants are in close contact with their technology partners, many of which are among the world's largest telecommunications providers. In this regard, Bridgepointe sits between its telecommunications partners and its customers, often caught in a cyclone of paperwork and project orders that require constant attention. Bridgepointe also retains the telecommunications service contracts for its customers which grow and expand over time creating piles upon piles of paperwork for employees.

15 Minutes to Better Customer Service

Bridgepointe recently began using the Fujitsu ScanSnap™ scanning solution to help digitize its telecommunications paper trail and improve the storage and retrieval of customer contracts. Prior to using the Fujitsu ScanSnap solution, Bridgepointe used a combination of traditional fax and efax solutions with a manual filing system to communicate and store customer contracts and purchase orders.

Now, for example, Bridgepointe Technologies founder, Scott Evars, uses the ScanSnap scanner to instantly convert contracts and project orders into searchable Adobe PDF files that are shared with his customers and telecommunications partners.

“Bridgepointe is a customer centric organization and we don't have time for distractions during the business day,” said Evars. “I was immediately impressed with ScanSnap's quick paper handling ability and easy conversion of paper-based information into searchable PDF format. I had the scanner installed in less than 15 minutes and was able to instantly convert and transfer time-sensitive business documents to our customers in minutes.”

The Path to Less Paper, Better Storage and Customer Privacy

In addition to using the ScanSnap scanner to digitize contracts under current review and discussion, Bridgepointe has begun to convert filing cabinets full of contracts and project orders that date back to the organization's inception into its digital archive.

Evars knows this will not only reduce physical space associated with paper files and centralize access to the company's most important documents, but also preserve and protect the information on Bridgepointe's network to meet its customer's request for privacy.



“On average, I save between 30-45 minutes per day using Fujitsu’s ScanSnap solution -- that’s roughly two days per month. Two business days that can be spent servicing our customers instead of shuffling papers,” continued Evars. “The ScanSnap scanner has become a hot item in our office amongst employees. Bridgepoint consultants who haven’t yet tried it are eager to take advantage of its guaranteed ability to increase efficiency and reduce process oriented tasks. With everyone in the office taking advantage of the ScanSnap solution, the company becomes that much more efficient.”

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