



Mission Linen Supply Implements PSIGEN PSI:Capture and Microsoft SharePoint to Automate Paper Based Processing

Founded in 1930, Mission Linen Supply is a family owned textile rental company. Headquartered in Santa Barbara, CA, they provide linen, uniform, and textile rental, as well as laundry services and restroom supplies to medical facilities, hotels, restaurants, and more. With over 2,500 employees throughout 45 locations, Mission Linen proudly serves over 50,000 customers, all while maintaining family-run intimacy and offering exceptional service.

The Problem

With numerous locations throughout the Southwest, contracts were completely paper-based. Dependant on client location, hard copies were created and stored at corresponding branches, resulting in challenging visibility by executives at the Santa Barbara headquarters. With over 35,000 contracts among the 45 locations, Mission Linen lacked a centralized system where documents were located and easily available. "Our customer contracts were stored at each plant, so we had no visibility into our contracted business as a whole," said Dave Pattison, IT Manager, Mission Linen Supply. Recognizing the necessity for improvement, Mission Linen began researching productive alternatives.

Solution Requirements

Mission Linen Supply set out to find an automated solution that would make the large volume of customer contracts electronic and available to all employees, regardless of their physical location. While outsourcing was considered, it was only a temporary solution and would leave future contracts unautomated. Executives at Mission Linen understood the need for an accommodating and easily adaptable system, providing each individual branch the ability to scan their documents to a centralized and accessible location. It was essential contracts be standardized to insure easy search and retrieval, making Optical Character Recognition (OCR), indexing, and migration capabilities important and necessary.

The PSIGEN Solution

After evaluating other software solutions on the market, PSI:Capture proved to encompass superior technology, meeting the requirements of Mission Linen. "PSI:Capture had the best price model for our business with unmatched features and flexibility," said Pattison. Unlike other software, PSIGEN did not require each individual scanner be licensed, sparing the company the expense of an independent license for each of their branches. With PSIGEN, contracts are scanned in daily from every location, indexed at one of the three PSI:Capture Enterprise workstations, migrated to a customized folder structure, and stored in Microsoft SharePoint document libraries.



Not only are employees freed from the mess of paper handling and back and forth, but the financial benefits since adapting PSI:Capture are also indisputable. With documents automated, visibility and forecasting are notably quicker and easier. Due to PSIGEN's intelligent and capable indexing, reporting is done from the SharePoint database, making business intelligence swift and accurate.

PSI:Capture with SharePoint is confirmed to be such an invaluable implementation in managing the abundance of contracts, that Mission Linen has plans to expand the solution to maintain Human Resource personnel files. 2,500 employee files composed of 50 – 100 pages each will be converted to electronic form and routed to SharePoint document libraries as custom-named files. Barcode separator pages containing each employee's social security number will automate indexing and create accurate, searchable files for every employee.

Conclusion

The PSIGEN solution has not only increased effective processing methods, but has also provided Mission Linen Supply a design that will be advantageous in the long run. Business is run more effectively, and the software has been so beneficial, plans to utilize its intelligence in other areas then were initially intended have even been formulated.

Solution Components in Summary

Capture Software:	3 PSIGEN PSI:Capture Enterprise Workstations
Content Repository:	Microsoft Office SharePoint Server 2007
Scanners:	HP LaserJet 4730 MFP's, one at each Mission Linen Supply branch

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, health-care, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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