



Success Story

Ignition Interlock Manufacturer

When Milner approached a local manufacturing company, they were deeply entwined in a document management system that simply did not work.

It was difficult to capture documents within the document management tool, it had poor searchability for stored documents, and it had limited workflow capability. To add to their complications, the document management system did not integrate with their line-of-business software. Put simply, their previous system did not meet their needs.



Understanding this, Milner met with them to discuss, what the next steps should be.

They had about 200 documents packets that it had to be accurately assembled and processed each week which they had little success with before. Milner was able to meet their needs with a new document management solution that provided workflow controls and stop-gap measures to insure completeness and accuracy.

The new solution now allows for a 30 percent improvement on their workflow process.

