

# Case-study Interview of Hong Hock Hardware Pte Ltd

## Interviewers

Diana, Sales Consultant  
L.C Koh, Country Manager  
Pericom Imaging (S) Pte Ltd



## Interviewees

Sophie, Administrative Department  
Kelvin Low, IT Department  
Grace, Finance Department  
Hong Hock Hardware Pte Ltd

## Interview Details & Agenda

To analyze the benefits of DocuWare post-implementation  
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The following article is a case-study analysis after a thorough interview with personnel from Hong Hock Hardware Pte Ltd. It showcases a past vs. present comparison, as well as the formulated need for a Document Management System (DMS) alike DocuWare.

Founded in 1964 and incorporated in 1983, Hong Hock Hardware Pte Ltd had evolved from dealing with scraps and other salvaging materials to a renowned stainless steel & metals trader cum manufacturer. Operation on 5 decades of experience, Hong Hock now possesses stock and logistical capabilities to live up to their reputation.

## Problem Overview

During the early days, documentation of transactions or business dealings was no issue as everyone operated on 'trust'. In years to come, governmental regulations have rendered such administrative processes to be more stringent and relevant documents had to be submitted for inspection.

The problem that Hong Hock Hardware faced escalated due to such formalities and expansion of business dealings. Operating on the conventional filing methods, employees faced difficulty managing and locating specific documents. Misplacement and documentation overflows became a frequent occurrence and had directly led to the delay of shipments and subsequent loss of revenue.

## Description of Challenges faced

During the early years of the business, manual filing could still be administered due to their low volume of documents. They were sorted into different categories (invoices, purchase orders, delivery orders etc) before being placed into separate files.

As document volume increased, the effectiveness of such a system gradually died out. The entire processes begun to take a toll on labor and started to take much more time than

before. Prior to the implementation of DocuWare, Hong Hock had utilized 2 other solutions to curb this problem, but to no avail. Below are the pressing issues faced:

**Disorganization of documents:** The presence of an established structure for their documents was lacking. Multiple users were not accessing the identical folder integrity, causing subsequent administrative upsets and communication breakdowns.

**User-friendliness:** The overall search process for a specific document was too long. The need to sieve through multiple folders individually was very much tasking and eventually deemed as a chore.

**Administrative Inefficiency:** There was no document annotating function in their system, and documents had to be downloaded before being attached to outbound emails. This resulted in various instances of duplicate copies which certainly did not contribute to their administrative expertise.

**High costs & Sustainability:** Positioned as a secondary arm of the entire company, Hong Hock Hardware did not plan to invest much for this. Subsequently, management had found the software upgrade & maintenance costs too be too high for continuance, given that it did not meet their requirements entirely.

In its failure to having an efficient yet effective electronic filing system, Hong Hock had to search for other alternatives to avert this problematic situation. DocuWare subsequently qualified as the solution they were looking for.

### **Results of DocuWare's implementation**

DocuWare was able to provide Hong Hock Hardware with what the previous electronic filing systems could not. Standing as an user-friendly yet efficient system, the project team has identified the following advantages made available to them:

**Input of scanned documents:** All scanned documents will be consolidated then sorted out automatically into their designated file cabinets. Since they will all be stored in a centralized location, the search and retrieval process will be fast and easy.

**Labels/References:** DocuWare's indexing function is easy to maneuver and efficient. Having multiple indexes per documents renders faster retrieval, convenience and simplicity for future referencing.

**User-friendliness:** DocuWare's intuitive interface makes it effortless for users to navigate and operate. Certain functions, such as the drag-and-drop feature increases the overall speed and provides many administrative shortcuts to the delight of end-users.

**Efficiency:** With DocuWare's new release, Hong Hock Hardware is able to utilize the document request function and purge out previously scanned documents from years back through their indexes. They would then be pumped into a container which subsequently classifies them according to their years.

*Real-life scenario at Hong Hock Hardware utilizing DocuWare*

Before the purchase of a product, customers would usually request for a Certified Mill Test Report, as part of the legal process. Through DocuWare, employees are able to directly retrieve said documents from its database and edit them using annotations before sending a copy to the customers. The presence of the software has completely replaced the painstaking process in place beforehand, which was completely manual and consumed just too much time.

**Conclusion**

Following DocuWare's implementation, Hong Hock Hardware was able to successfully evolve the way they manage their documents and utilize its functions satisfactorily. Administrative processes were revamped and configured to better suit their needs and requirements. Productivity and efficiency levels naturally increased, eliminating existing bottlenecks in their day-to-day processes.

*"The use of Docuware was the ultimate solution for us. The response time to customer is shorter. One of the features that we truly enjoyed was that direct connection from the scanned documents to the email function. This helps us save a lot of time which has increases our operational efficiency by 30%"* Mr Kelvin, IT Executive of Hong Hock Hardware



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