



IKON Case Study

Irvine Ranch Water District

Integrated Solution Saves Time, Money and Space

CHALLENGE

- Inefficient, laborious invoice approval process based on paper, inter-office mail and file cabinets

SOLUTION

- Integrated solution providing electronic invoice capture, archiving and approval

RESULTS

- Elimination of thousands of dollars in vendor late fees
- Invoice approval times reduced from one week to minutes
- Reduced clerical support, filing space requirements and photocopying costs

Irvine Ranch Water District (IRWD) provides domestic water service, sewage collection, and water reclamation for the city of Irvine, California and portions of surrounding communities. As a leader in water reclamation and conservation programs, IRWD employs state-of-the-art technology in every area of its organization, from engineering and scientific operations to administration, to minimize ratepayer costs and increase efficiencies for its 90,000 accounts.

CHALLENGE

While IRWD employs a very efficient computerized purchasing system, invoice payments required a laborious approval process often inhibited by human error. For example, purchasing staff would manually log invoices received, make back-up copies and send invoices across town via inter-office mail to accounts payable located in a separate building. As a result, documents were sometimes lost, payments delayed, and discounts missed, resulting in thousands of dollars in late fees. Administrators also spent countless hours looking for files to answer supplier inquiries.

Seeking a way to extend efficiencies to the final phase of its purchasing process, IRWD began investigating new ways to streamline processes and manage accounts payable workflow. Impressed by the company's ability to integrate and support best-in-class products and technologies, IRWD turned to IKON Office Solutions.

SOLUTION

Engaging its team of Professional Services consultants, IKON assessed IRWD's invoice document lifecycle from document entry to payment completion. The team's in-depth research analysis recommended IRWD implement an electronic imaging and content management system to capture, archive and approve its invoice documents. Working with its best-in-class enterprise management software partners, IKON designed a solution that leveraged IRWD's existing, in-house technologies and added strategic components to provide a cost-effective, accurate and highly efficient document management system.

“IKON did a great job. From requirements gathering, to design, to implementation, everything went very smoothly.”

Tony Mossbarger, IT Manager



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