PRONTOFORMS®

CASE STUDY

# Toshiba increases productivity by going paperless

## BUSINESS GOALS

Improve data collection processes

Increase data entry efficiency

## RESULTS

Consolidated business processes

Time saved on processing field data

Elimination of manual data entry

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## Resetting your processes

With added success brings added challenges. This is especially true for Toshiba America Business Solutions. One of the most recognizable company names in the world, Toshiba is a global company serving many sectors.

One Toshiba division of note is the Electronic Imaging Division (EID). Comprised of 2500 strong members, including field representatives across North America, Professional Services employees in this Toshiba division carry out mobile assessments on location at businesses and organizations, advising them on their current usage of various in-house electronic and imaging devices. Large enterprises and various business subsidiaries benefit immensely from the electronic expertise and recommendations that Toshiba Professional Services personnel provide.

While business is great for Toshiba's EID, its management team knew there was room for improvement.

"We were using paper forms in our mobile assessments and thought that there had to be a better way to process collected data and improve results," says Matthew Bull, Manager of Solutions Design and Implementation for Toshiba's Professional Services group.

Recording the location of printing and other devices throughout the premises of a business, examining floor plans and other data, this was all information that was traditionally entered into paper forms. The process of transferring this collected information and subsequently entering it into the back office system was not very efficient.

Bull and his team decided to implement ProntoForms, a mobile forms application and solution that works on any major smartphone or tablet and with popular cloud computing services. ProntoForms also ties in to any back office system.

Deploying ProntoForms in the field on Toshiba tablets, Toshiba was able to significantly cut down on processing lag time. Bull and his team have taken advantage of ProntoForms features such as lookup and geo-stamp, to name a couple.

"ProntoForms has helped our division tremendously in consolidating processes. In fact, we now have company people refusing to use paper forms."

As for the future, Bull is intrigued by the cloud computing options with which ProntoForms is compatible, including Google Docs.

*"This new availability and accessibility of data has had a huge impact on our business. It's caused the rest of the company to examine how ProntoForms can possibly help in their specific areas."*

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