



Sysco Foods Services

Client: Sysco Food Services
Vertical Market: Food Distribution

Sysco's challenges were retrieving internal information from manual handling, filing, & managing the continual influx of paper documents and invoices.

LibertyNET integrated a flexible data sorting and indexing system, with multiple search options based on customer number, invoice number, or credit memo. Data storage is now on optical disks for faster data retrieval.

Sysco has reduced their storage requirements, increased staff productivity, and can now manage their documents efficiently and securely.

Client Situation:

Sysco Food Services Company is one of the nation's largest food distribution companies. They have a \$15.3 billion presence in their marketplace with scores of local, autonomous branches all managed from their corporate headquarters in Houston. They are in the process of implementing the SYSCO Uniform System (SUS), a comprehensive replacement and standardization for all of the SYSCO's enterprise-wide applications.

The Business Challenge:

One area of great concern was the manual handling and filing of incoming invoices. A typical Sysco site produces four to fifteen thousand pages of invoices per day and over one million pages of reports per month. Employees were required to manually file the streams of incoming paper invoices and reports. Old documents were boxed and stored in offsite facilities. When Sysco employees outside the Accounts Receivable department needed a document, they had to request the document from the AR department and wait for the requested information to be located, manually pulled by an AR clerk, duplicated, and delivered into their hands.

The Liberty IMS Solution:

LibertyNET™ was installed to address SYSCO's issues with managing the constant influx of paper documents. The initial installation consisted of document imaging and COLD and then incorporated the NETCommunicate™ product.

LibertyNET included special indexing options, pre-defined document requests, and created organizational structures and security options. Reports, invoices and credit memos were added via COLD for cross validation. The information was then stored onsite in searchable computer archives allowing Sysco employee's (with the proper security rights) in any department to access documents within the system almost immediately.

Liberty IMS further streamlined Sysco's document management processes by incorporating a custom-designed lookup program. Sysco's documents were automatically indexed, validated against an existing database, sorted, and stored on optical disks. Sysco end-users now have a variety of document searching options in the system based on customer number, invoice number, or by credit memo.

Sysco Benefit:

Sysco received a solution that reduced their storage requirements, and increased productivity by staff who previously spent time searching for, photocopying, mailing and/or faxing documents. Employees can now automate the process of filing and indexing paper invoices, and access frequently requested documents with a rapid retrieval system.

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Liberty Information Management Solutions, The Liberty Building
3158 Red Hill Avenue, Suite 100, Costa Mesa, CA 92626
714.751.6900 ? Fax 714.432.5335 ? www.libertyims.com

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