



Documizers

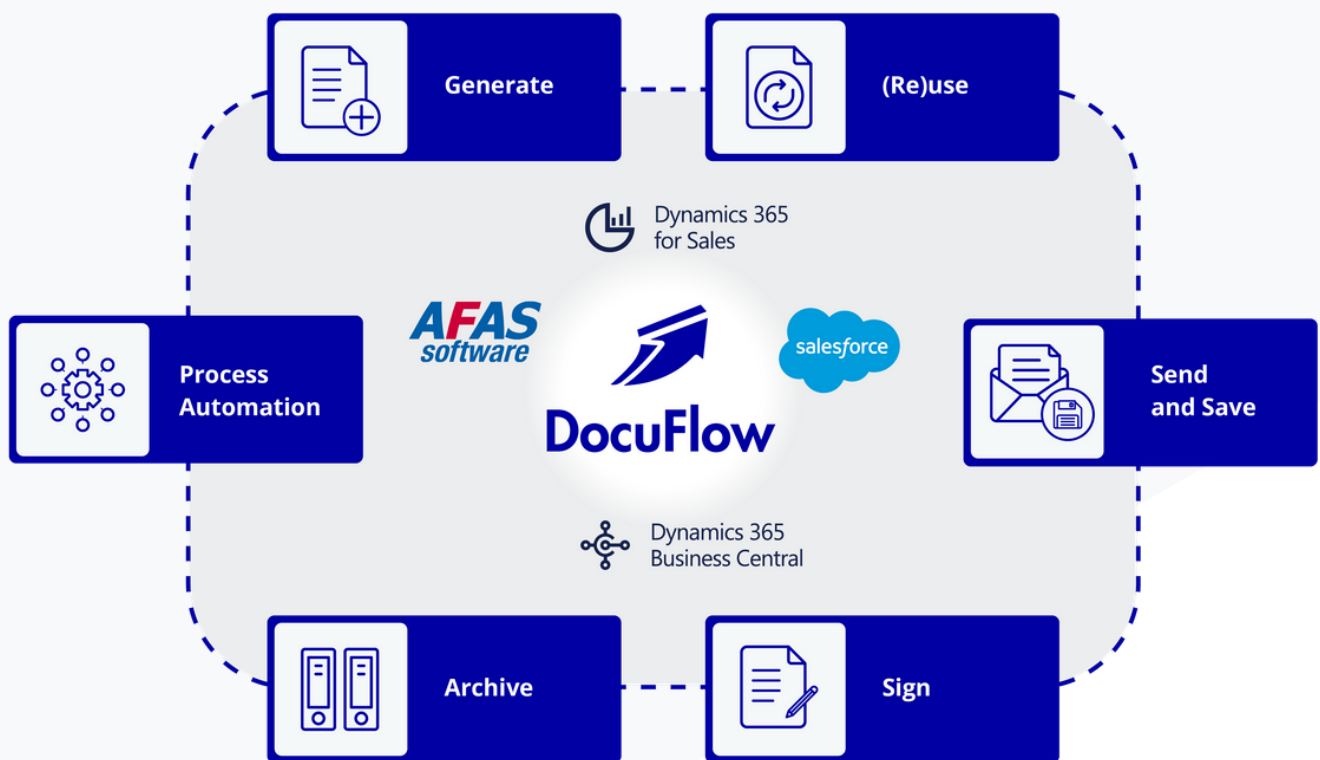
Customer Case

The story of Wiltec

Interview Nicky Kuijper
Head of Procurement Wiltec



DocuFlow features used by Wiltec:



In collaboration with our partner



Nicky Kuijper
Head of Procurement



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Legally valid quotes and contracts on the spot with Evidos and Documizers.



Wiltec uses DocuFlow from Documizers to generate digital documents, which can be legally signed using Evidos. The functionalities are integrated into Salesforce, Wiltec's CRM system. Wiltec can thus support customers directly, without the drawing up and signing of quotes and contracts causing delays.

'Wiltec is a full-service company that provides everything a company needs in a work environment, from tables, chairs, and pens for offices, to personal protective equipment and clothing for construction sites or industrial environments,' says Nicky Kuijper, Wiltec's Head of Procurement. Since June 2020, the company has been working with a new CRM system, Salesforce. 'We want to be able to move quickly, and as efficiently as we can, for our customers,' says Nicky, who led the project that implemented Salesforce.

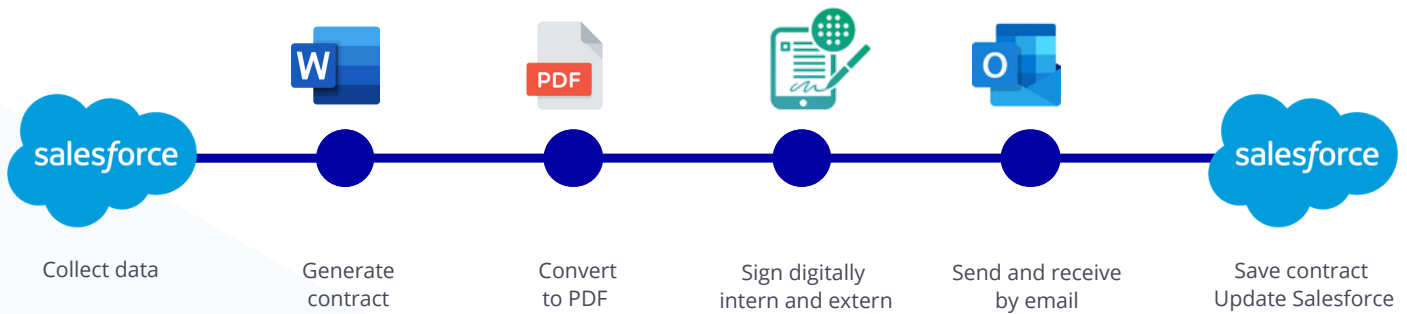
'The ability to quickly sign the documentation we need, such as quotes, is really important here. For some customers who have limited storage space, we also keep stock on hand, even for products outside our range. And to that end, we enter into stock contracts.'

Generate digital documents
through Salesforce and have
them legally signed.



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Document proces with DocuFlow



From a matter of weeks to a matter of hours

Quotes and contracts used to be sent on paper and then signed. 'In practice, that meant drafting the document, printing it out, and submitting it to management for signature. It was then signed and sent to the customer by post. The customer would sign the document and then send it back to us—again by post. So before we could actually get started, a whole week would've flown by.'

The joint solution from Documizers and Evidos speeds up this process considerably. 'DocuFlow contains document templates that automatically load customer information from Salesforce, so the contract or the quote is ready right away. It can then be sent online to management for signing using Evidos, before being emailed to the customer. The customer can sign the contract or the quote right away if they wish.' The process has thus been shortened from a matter of weeks to a matter of hours.

'DocuFlow and Evidos work quickly and more smoothly,' adds Nicky. 'This way, the customer can sign the contract or the quote when and where it suits them— on their smartphone, for instance, if they're on the go. That's really handy for them. And it's better for the environment, too. Printing out a twenty-page contract in duplicate and sending it by post hurts the environment, and for no good reason. In practice, you see that many customers scan the contract and then destroy the hard-copy version, so that there was no need to have printed it in the first place. Whenever possible, we opt for a more sustainable solution. This process contributes significantly to that.'

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Enter data just once

The integration of DocuFlow into Salesforce means that data needs to be entered manually just once. 'We now enter data only into our CRM system. If we're creating a quote or a contract, the necessary data is automatically loaded from Salesforce. As soon as the customer signs the document, it's automatically processed in the Kerridge Commercial Systems ERP system. This not only saves time—it also makes the process less prone to errors.'

When documents are generated in Salesforce, these quotations and contracts are automatically linked to customers. 'This way, we get a 360-degree view of the customer. We can see at a glance what quotes, agreements, or letters we have sent to a customer. This is good for us, but certainly also for the customer. We can take a look along with the customer, whom we can thus serve better. All documents are stored in an orderly fashion, so there's no need to go hunting for that one specific quote.'

Some documents, such as contracts, need to be renewed after a certain time. As Nicky explains, 'The document solution helps here, alerting us when the end date of a contact is approaching. We can then immediately send a new contract to the customer so that service can continue without a break.'

'The cooperation with Evidos and Documizers is going really well. Both of them always respond immediately to requests, problems, or proposals.'

Full use is being made of new possibilities

Full use has been made of Salesforce since June, when the document solution was also put into operation. Customers are already making full use of the new possibilities. 'Many contracts and quotes are now signed digitally by customers using Evidos. As I mentioned, we serve a really diverse customer base, with customers large and small hailing from all sectors. Now, we've noticed that a number of customers can't, or are reluctant to, sign digitally.'

And that's no problem: we can also send a document as a PDF through the system, so the customer can print it and sign it on paper, and that's pretty handy.'

'The cooperation with Evidos and Documizers is going really well. Both of them always respond immediately to requests, problems, or proposals. Sometimes a solution isn't immediately apparent, but they're always proactive about looking for possibilities. That's how we ourselves like to work: as soon as the customer calls, we're ready to help.'

A partner with the same focus

'We were looking for a document solution that integrates with Salesforce. We've gone for Documizers. Thanks to Evidos, we can legally sign documents digitally,' Nicky continues. 'In addition, we were looking for partners who would actually give us the service and support we needed, when we needed it. We think it's important that our customers always get the help they need. And that can happen only if we work together with partners who also see this as a priority. For example, if DocuFlow becomes unavailable, that immediately means we can no longer send out quotes or help our customers the way we want to. If you work with a partner who has the same focus as you do, you can be sure you'll get the help you need right away.'

A link between the document solution and Wiltec's Polaris HR system will be set up in the near future. The documents will be generated by Polaris. Thanks to how adaptable and flexible DocuFlow is, these documents can then be transferred from Word to Evidos with a single click.





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Never bite off more than you can chew

Nicky has a few tips for those who want to start digitising and automating document processes themselves. 'There's a bit of a catch here, as there often is with something new: it can be tempting to bite off more than we can chew and then try to do everything at once. So my advice would be to start with a single process flow and tackle that first. There's an awful lot you can learn while digitising one process, and then you can carry what you've learned over to the next one.'

'In addition, the process needs input from within the organisation, such as for the preparation of the document templates on the basis of which documents are generated. This obviously takes some work, but it also ensures that you become readily familiar with the system, and that you can then make small adjustments to a document template, for instance.'

'Start with a single process flow and tackle that first. There's an awful lot you can learn while digitising one process, and then you can carry what you've learned over to the next one'

WILTEC

About Wiltec

Wiltec's roots lie in professional paint shops and the construction of spray booths, from sectors such as wood and furniture all the way to the automotive industry. So that it can keep improving the level of service it offers its customers, it has expanded its product range over the years. There is thus a wide range, with over 40,000 products, from filters, tapes, and abrasives to work clothes and personal protective equipment, but also from office furniture and office supplies to coffee.

On the basis of these product groups, Wiltec has started to supply more and more diverse sectors and industries. Wiltec is a full-service company that offers advice and support in the optimisation of work processes, working environments (from offices to factories), and working conditions (for the sake of safer and more sustainable work). That's what makes Wiltec a one-stop supplier for a wide range of businesses.



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Documizers simplifies document processes with DocuFlow.



DocuFlow is a document solution that helps you generate and process documents and emails automatically. With DocuFlow, creating, sending, digitally signing and archiving documents and emails is a walk in the park. This application brings all manual tasks together in one single smooth process by interconnecting all the applications involved.

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This interview is created
in collaboration with

