



Document Management Software and Production Print Systems Increase Efficiency at FMCA

The Challenges

- Create more efficient ways to process and retain membership file information
- Find a scalable solution to manage the ever increasing volume of membership applications
- Design a digital storage and quick retrieval system to streamline paper flow
- Reduce outsourced printing costs by bringing as much printing in house as possible

ProSource Solutions

- Implemented Captaris Alchemy document management software system, which empowered FMCA to create a digital repository for membership applications and to allow simultaneous accessibility for all departments
- Linked the Alchemy system with FMCA's existing line of business applications, helping to trim a two week process down to a one-day task and eliminate the need for renting storage space
- Installed state-of-the-art specialty printing systems including a Micropress and a Konica Minolta bizhub PRO 1050, simplifying the creation of multi-page pieces, saving time for the Art Department and Print Shop
- Enabled FMCA to print most marketing and events materials in-house, resulting in lower costs and quicker turn around time

"The attitude toward our entire art design and high-volume printing process has changed. Prior to ProSource taking over, it was a hassle to get things accomplished. Now that ProSource supports us throughout the whole process, not only do the processes work better and more smoothly, but the attitudes of the people involved are much more positive.

*Now people know they can make one phone call
and everything will get taken care of.*

—Mike Flora, FMCA Information Technology Manager

Copiers • Printers • Fax machines • Imaging software



straight from the source



Background

The Family Motor Coach Association (FMCA) is a national membership club for motor coach owners and their families that offers its members many benefits including travel services, insurance, financial services, activities, discounts, and information exchange resources.

The Challenges

The FMCA's Cincinnati headquarters is responsible for processing all memberships, producing billing for dues, and generating printed materials for all of their events and conventions. With a current membership base of 116,000 and approximately 1,400 new membership applications coming in monthly, processing and retaining membership files had become cumbersome. In the past, applications and fees were collected at one office with files then being sent to another office for membership benefits, and then eventually put on microfilm for storage in a rented storage unit. FMCA recognized the need for digital storage and quick retrieval to streamline their paper flow. They also knew they could reduce printing costs by bringing as much of the printing in house as possible. FMCA makes about 350,000 impressions a month (their biggest savings has been due to getting jobs completed on time and not having to pay for overtime or expedited shipping).

ProSource Solutions

Over the past 5 years, ProSource has helped FMCA implement a number of solutions to help streamline document management and reduce printing expenses. One of the major projects was the implementation of the Captaris Alchemy document management software system, giving FMCA the ability to create a digital repository for membership applications and allowing simultaneous accessibility for all departments. ProSource assisted FMCA in writing a custom application to link the Alchemy system with FMCA's existing line of business applications, helping to trim a two week process down to a one-day task and eliminate the need for renting storage space.

ProSource also outfitted the FMCA's office with state-of-the-art specialty printing systems including a Micropress and a Konica Minolta bizhub PRO 1050, which boasts an impressive 105 pages per minute output. The Micropress simplifies the creation of multi-page pieces, saving time for the Art Department and Print Shop. The 1050 prints and folds at the same time, eliminating the need for FMCA to hand fold bills and mailings. It also has the ability to saddle stitch rather than simply side staple, and can insert color pages easily into booklets. With the addition of the bizhub 1050, FMCA has been able to print most of their marketing and events materials in-house resulting in lower costs and quicker turn around time.

All of these solutions translate into dramatically improved quality huge time and money savings for FMCA and more time to focus on growing their membership base and serving their current members.



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