

KG Trucking

The Challenge

For Karen Griffin of KG Trucking, the last straw came in the form of yet another stack of paper. Nearly 2 feet high, the pile on her desk represented just one month worth of jobs for the Mercer Island, WA-based local trucking company.

"The company we represented needed one copy of each piece of paper, but to go through that paper filing system was aggravating, to say the least," Griffin said. "They would misplace a piece of paper, and I would have to painstakingly use a copier and send a copy to them."

Every piece of paper on her desk or in one of her several five-drawer filing cabinets represented a job with expenses that had to be proven — and if she couldn't, they simply wouldn't be paid. When they did about 20 jobs a month as long-haul truckers, this didn't pose as much of a risk. But soon, KG moved to local work, operating three trucks that each completed up to six jobs and generated 12 to 20 sets of paperwork each day. Then there was the amount of time spent dealing with and tracking down the paper. Fed up, Karen started looking for a solution, and found eBridge through a simple Web search.

"It's really made me sleep better because I don't worry about that big box of paperwork," she said. "Trying to find one piece is mind-boggling. I'll go through a drawer and I'll go right by it, or it's misfiled — there are a hundred things that can happen with a piece of paper."

The Result

After signing up in July 2010, Griffin began scanning her existing documents into eBridge, and while she was still moving through her files nearly a year later, she was able to digitize the majority of her files, and found herself with just one box of documents to file

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- Background:** Based in Mercer Island, WA
Three drivers
Three trucks
One to six+ drops per day per truck
- Challenges:** Two five-drawer filing cabinets each year
Losing a document means not getting paid
Two+ hours per night to sort and file paperwork
- Result:** Eliminated two five-drawer filing cabinets
Instantly pull up records when they need them
Less time spent sorting, filing and finding docs
\$300 saved per month in paper/ink/toner



for 2011. In past years, she said, she would have had five or more boxes worth of records to file, and was filling nearly three five-drawer filing cabinets each year.

In addition to the space savings, Griffin has saved roughly \$100 per month in paper and about \$200 per month in ink and toner. Then there's the comfort of never having to lose out on a paid job again.

"Our parent company lost a whole set of paperwork for a very large-paying job, and I had it on the Web. All I had to do was copy it and send it in. I probably saved two hours just that day alone," she said. "It's amazing how quickly I can find something."

As Griffin ramps up for the busy season, she now knows she can easily pull up any job-related record, and that filing a document is simply a matter of scanning it in, indexing it, and then shredding and recycling that once-burdensome paper. She also has the comfort of knowing she can spend less time printing, copying and filing, and more time running her business.

"Before, I would come down into the office at night and do all the paperwork, and then I'd get it all together and organize it, then I'd stand at the copier and copy everything and staple it together, and then I'd have to separate it into stacks and file it," she said. "Last summer, when we had five to 15 jobs per day, it would take me hours. It still takes me some time, but it's not excruciatingly painful anymore."

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.