

Case study: Cedilla Systems

Zetadocs revolutionizes the way Cedilla Systems does business

Cedilla is a leading business solutions consultancy, specialising in the class leading Microsoft Dynamics NAV software range (formerly Microsoft Navision). Whilst having the respect of their industry partners, Cedilla takes the opinions of valued customers as a true measure of success.



The Problem

The accounting department at Cedilla used to print out hundreds of statements, remittance advices and invoices on expensive pre-printed stationery each month. The average cost of printing and posting each document was estimated at 70p, on top of the cost of the time taken by administrative staff for the handling of each piece of mail. In addition, some customers were tired of receiving mailed documents and had stated a preference for email or fax.

The Requirement

Cedilla use Microsoft Dynamics NAV to manage their accounting processes. Cedilla had recognized that their accounting processes were time consuming and tedious, and that they needed to find a more efficient way to send out financial documents to their accounts. The solution needed to be simple to install, easy to use, and generate the anticipated cost savings. Ideally the solution would integrate with Microsoft Dynamics Nav and allow for personalized documents to be sent by the customer's preferred method – mail, fax or email.

The Solution: Zetadocs PDF

After reviewing a number of options, Cedilla quickly realized that only one solution would meet all of their requirements.

“Zetadocs presented a simple to implement and easy to use solution for us”, says Jamaine Campbell, Customer Service Director. He adds “Installing Zetadocs was very straightforward. We had it up and running in a couple of hours, and have already customized it to dynamically pull contact details from Microsoft Dynamics NAV, personalize the message, and email the documents as PDFs or fax them automatically.”

The Benefits

Now, with Zetadocs, Cedilla can send statements, invoices and remittances without any printing at all. The reduction in printing and posting has resulted in savings of over £400 each month. In

What they say about
Zetadocs PDF

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Jamaine Campbell, Customer Service
Director

addition, Zetadocs has streamlined their accounts processes, and has reduced the time wasted on repetitive, manual tasks.

Jamaine Campbell at Cedilla says, “Zetadocs improves our customer service and it saves us time and money. We used to spend hours each month sending out statements to all our accounts. Now it takes us a couple of minutes! We can send statements to customers at a time that is convenient for them. We can even run statements and advices more than once a month, which helps us improve our cash flow.”

Zetadocs has revolutionized the way we do business”, explains Jamaine Campbell, “Instead of spending hours and hours of time printing and then posting accounting documents, we can send them to customers right from our desktop with just a click of a button. We end up saving a lot of money by eliminating the need for preprinted stationery, whilst at the same time providing a service that our customers really appreciate.”

About Equisys

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and newly acclaimed Zetadocs® PDF software that creates and emails personalized PDF documents.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value - backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries, who are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.

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