



Context

Due to internal procurement issues, this energy organization was required to switch from Adlib to an alternative provider for two years, causing numerous challenges. They made the switch back to Adlib as soon as that became feasible.

Business Challenges

Operational Needs



Inability to render all file types, including scanned documents, images and JPEGs

Volume limitations did not meet the company's need to process c. 460,000 pages per month

Complex tasks such as document compilation having to be performed manually

Frequent downtime affecting workflows

Cost Impacts



Limited customer support resulting in wasted IT time

Wasted staff time due to inefficient document processing workflows

Risks



Risk of regulation infractions due to incorrect rendering and storage of data relating to nuclear energy

Professional Challenges

For the C-suite





Reputational risks and financial costs associated with non-compliance



Frustration at limited functionality

Additional tasks added to workload

Missing data leading to poor decision making



Frustration at dealing with unresponsive customer support

Having to support users to overcome system limitations



The alternative software never truly got the job done, as it couldn't render all files, had volume limitations and the offered little to no customer support.

Senior Systems Analyst, Energy Organization



Business Outcomes with Adlib

Efficiency



Automatic 24/7 monitoring for incoming files requiring conversion

Automatic file consolidation bringing multiple file types into a single PDF, as needed

Automatic file re-naming and storage into the appropriate area of the enterprise content management platform

Cost Saving



Reduced staff time spent on document handling and manipulation

Reduced cost of IT support and issue resolution

Avoided risk of non-compliance fines

Compliance



Long term, secure storage of documentation in line with nuclear energy regulations

Professional Outcomes with Adlib

For the C-suite



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Reduced risk of noncompliance



Cost reduction due to greater staff efficiency



For Users

Ability to focus on higher value tasks instead of spending time on document handling

Better internal collaboration and communication between teams

Hassle-free document compilation



Fast access to customer support when needed

Reduced time spent supporting users facing system issues and limitations

Easy integration with existing document input and content management systems

5-6M

total pages per year rendered automatically



I don't believe we've ever had any limitations when working with Adlib. There hasn't been a file type it has struggled to render, and it hasn't had any issues with volume either.

Adlib rarely experiences downtime, and their customer support is very strong. When we've had any issues, they've been very fast to resolve them.

Senior Systems Analyst, Energy Organization





About Adlib

Adlib is the Document
Transformation Solution
designed to help highlyregulated organizations scale
their document workflows,
expedite their go-to-markets,
and improve their archival
and submissions compliance
requirements.



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