

Trinkor Global Source & Supply iManage Work Implementation



The Company

Trinkor is a global sourcing and supply company, operating in the space between end users and manufacturers. Its head office is in Welshpool, Western Australia and the company has offices in Germany, the USA, and the UK along with Trinkor agents in Japan, South Korea, India and Sweden.

Challenges

- > Paper files were the primary method of record keeping and project tracking
- > Staff were not able to quickly access documents and correspondence
- > Remote access was difficult
- > A more efficient and secure storage system for emails and documents was required

Outcomes

- > Content (including emails) can now be more easily monitored
- > Once emails are filed in iManage, they are accessible to everyone who is working on the same project
- > Employees can now easily access content outside of the office
- > Offsite back up means that even if there is a disaster, critical records won't be lost



Image Source: www.trinkor.com

Overview

Trinkor is a sourcing and supply company based in Perth, Western Australia, with various offices and agents worldwide. Initially, the company relied completely on paper files, which led them to identify the need for a document management system that was flexible and easily configurable.

iManage Work was initially implemented for Trinkor's US office. Following its successful implementation, Trinkor then expanded the use of iManage to its entire group of companies. iManage Work has proven itself to be a system that is flexible for SMEs as well as being able to handle growth.

"What started as a document management solution quickly turned into a company-wide initiative that raised our efficiency metrics from 63% to above 80% within the space of 12 months".

– Broe Coppin, General Manager, Trinkor



Implementing a Solution

In the past, Trinkor relied completely on a paper-based record keeping and project tracking system. This made their records incredibly vulnerable to fire, water damage and loss. It also greatly affected productivity.

Employees and managers can now easily monitor content including emails. Once it is filed in iManage it is accessible to everyone who is working on the same project. This has greatly improved project collaboration as all related content is brought together in a central location.

Mitigating Risk

Integrating with the existing Outlook desktop has kept the staff training and Change Management to a minimum. Other improvements include document and email accessibility, audit trails for decision making, and offsite backup.

Overcoming Challenges

"We saw Trinkor as an opportunity to deliver an enterprise-level solution to a relatively small group of users in a cost-effective, efficient manner"

– David Shine, Business Development Manager, OIA.

The broader implementation of iManage Work across the Trinkor group of companies was very fast. iManage's scalability was invaluable in reducing the implementation costs and ensuring a successful result.

"The technical support and availability throughout the implementation process was of an extremely high standard and this continues today."

-Broe Coppin, General Manager, Trinkor.

"I personally believe that results speak for themselves and the contribution that iManage has made to Trinkor's bottom line through efficiency gains has exceeded expectations."

- Broe Coppin, General Manager, Trinkor



Image Source: www.trinkor.com

About OIA

Today's business conditions are placing greater demands on your Information Technology. Organisations are dealing with explosions in the volume of email, documents and data in general. Clients are seeking out a more efficient and economical service meaning your users need faster, more flexible systems in order to provide the levels of service required to remain competitive.

OIA has been working with businesses large and small for more than 25 years and understand what is required to deliver the new style of IT needed to keep you ahead of the game. Partnering with some of the world's leading providers of technology, OIA brings it all together in end-to-end solutions that allow you to focus on running the business, not managing the IT.

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