

TMS INTERNATIONAL SEES SOARING EFFICIENCIES ACROSS MULTIPLE DEPARTMENTS BY MOVING PAPER PROCESSES TO ELECTRONIC WORKFLOW AND CONTENT MANAGEMENT



THE CHALLENGE

TMS International – the leading provider of on-site, industrial steel mill services for steelmakers around the world – needed to move off of manual accounting processes. Employees were manually printing, scanning, and emailing customer invoices as well as manually printing and distributing emailed documents to a team of processors.

Headquartered in Pittsburgh, PA, TMS International has between 2,000 - 3,000 employees and provides mill services at 90 customer sites in 17 countries. The company's global raw material procurement network spans five continents. It simply could not sustain the issues that persisted as a result of manual document processing. The company was experiencing document loss, dire inefficiencies, and bottlenecks across departments.

ALL STAR
SOFTWARE SYSTEMS





Processors could not keep track of documents, managers could not track how long it took to process a document or know why payments/billing was late, and paper filing costs were out of control.

TMS International turned to All Star Software Systems to dig its way out of these burdensome manual processes. When All Star recommended going with Hyland OnBase for Accounts Payable and Accounts Receivable automation, it seemed like the best possible choice.

“OnBase was the most complete and flexible solution available,” said Heather Johnson, Senior Manager ECM, TMS International. “We were able to customize the solution (through configuration versus custom coding) to meet our complicated business processes and automation requirements, whereas other software appeared to be just like an electronic filing cabinet. OnBase’s workflow allowed us to automate and manage the process from end to end,” she continued.

THE SOLUTION

All Star Software implemented Hyland OnBase in one business area of TMS International – creating a new department that the company consolidated from an order entry department and a separate billing department. Once TMS saw the benefit of the solution in that department, it quickly integrated other related departments.

The solution helped identify process bottlenecks and underperforming team members so TMS could address those problem areas. The company could easily modify the solutions when employees got used to the software which in turn brought other automation ideas.

“Our Hyland partners at All Star encouraged me to seek OnBase training, and they mentored me to take ownership of the solution they created for us,” said Johnson. “This has allowed me to continue to fine-tune the initial workflow they created for us and create dozens of others for TMS,” she added.

TMS now has nearly 600 active users on OnBase across the following departments and for the following operations:

- AP Processors: AP invoice review and processing
- AR Billing: AR invoice distribution, weight ticket processing, and AP processing
- Contract Management: Expiration tracking, and price adjustments and approvals
- Environmental: Tracking renewals
- Human Resources: Employee files and integration to enterprise resource planning (ERP)
- Payroll: Register distribution
- Treasury: P-card applications and approvals
- Legal: Employee document signoff
- Finance: Lease tracking





THE RESULTS

Hyland OnBase products have dramatically impacted the way TMS International operates on a daily basis. When the COVID-19 lockdown occurred, the company was ready to enable a remote workforce. It has been able to define workflows and processes, automate approvals, eliminate filing positions, and save on office supplies. TMS now experiences:

- Far less paper clutter and manual filing required
- Reduced spending on office supplies and postage
- Better visibility of its processes
- Automated handoff across departments
- The ability to locate any bottlenecks quickly
- Clear, defined workflows of processes
- Quicker approvals and problem resolutions

Employees can quickly track documents involved with specific dates and times throughout workflows – allowing them to provide information to leadership at a glance. With this ability, workers can better identify the root source of problems and remediate them in timely ways.

TMS's legal department can now collect compliance documents faster than ever before, and the Human Resources and Payroll departments have completely changed how they work as a result of using OnBase. "In our several decades of working in payroll and various systems, OnBase is by far the most transformative system we have ever encountered," said TMS' payroll manager. HR leaders added, "OnBase is so easy to use. You have all employee files at your fingertips."

TMS International is planning on rolling out more integrations as it onboards a new ERP, and it will be moving its standard AP processing to OnBase from an old web platform.

OnBase is used as an information management and automation platform for businesses throughout the world. Whether you need to capture, manage, generate content, or automate your review, approval, or exception processing, OnBase can help. All Star Software Systems works with businesses ranging from \$200M to \$40B in annual revenue to leverage OnBase and improve their productivity and profitability. Learn more about how OnBase can transform your business by contacting All Star today.

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