

## CASE STUDY

# G&D Integrated

G&D Integrated has over 100 years experience in advancing innovative Global Supply Chain Solutions by managing the supply chain and simplifying processes to eliminate waste and improve productivity.



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### INDUSTRY

Transportation

### LOCATION

Illinois, Indiana & South Carolina

### WEBSITE

[gdintegrated.com](http://gdintegrated.com)



## About G&D Integrated

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Paperwise's customer, G&D Integrated, has provided innovative transportation, distribution, and manufacturing solutions for over 100 years. Based in Central Illinois, their facilities are strategically located for cost-effectiveness and convenience, being in close proximity to one another. With a widespread client base spanning the U.S. and beyond, their services are integral to facilitating global supply chain success.

G&D Integrated has been a customer of Paperwise since 2019, and since then, they have been using Paperwise's solutions for document management, mobile applications, and Truckmate integrations. Prior to engaging Paperwise's services, they relied on another transportation solution that was far too bulky and cumbersome to manage effectively. Updates would require an entire lift and shift, and ultimately, process efficiency would suffer.



After exploring numerous competing solutions on the market, G&D Integrated eventually opted for Paperwise after an excellent system demo. Today, G&D Integrated has approximately 500 users in the Paperwise system, making the solution a critical component of their daily operations.

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## Challenges Solved by Paperwise

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G&D Integrated's working relationship with Paperwise has greatly benefited their business in multiple ways, such as improving process efficiency, increasing data accuracy, and providing cost-effective solutions. Before Paperwise, G&D Integrated faced challenges with their previous imaging provider that impacted their productivity and profitability.

One of the most significant issues was their previous system's cumbersome and bulky nature. Updating the system required an entire lift and shift, and additional labor was needed to handle the system effectively. Their team would be necessary to chase down and store paperwork, and information would need to be exchanged between systems. This lack of centralization and integration resulted in inefficiencies and higher labor costs.

However, with Paperwise, G&D Integrated reduced the labor needed to handle their document control process from 4 full-time people to 2 full-time workers and 1 part-time worker. The G&D Integrated team finds that the Paperwise system is much easier to use and far more accurate due to its document scanning capabilities. For these reasons, there are many advocates at G&D Integrated for using the Paperwise system for invoicing and submitting documents for shop processes.



For G&D Integrated, the simplicity and timeliness of importing documents is a key driver that has enabled them to improve their operations. With the centralization and high visibility of the Paperwise system, they can scan or fax intrastate documents to their facilities in the Southeast U.S. while still being able to view document contents in Illinois.

Overall, Paperwise has provided G&D Integrated with a streamlined and efficient document management solution, significantly improving its operations. With its user-friendly interface, data accuracy, and cost-effective options, Paperwise is integral to G&D Integrated's daily operations.

## How G&D Integrated Uses Paperwise Today

Today, G&D Integrated continues to use Paperwise for its document management capabilities. Their drivers will scan load documents using Paperwise's mobile capture app and submit it into the system for review and customer invoicing. Managers efficiently leverage the mobile capture app to handle credit card receipts and expense reports. Their departments include a document control group that works off a queue to verify documents and leverage a shared internal process for invoicing and verification purposes. This allows for a system of checks and balances, ensuring that all documents are accurately processed and recorded.

So, how has G&D Integrated's usage of Paperwise changed since they first began using the system? At first the system was initially deployed to pay invoices via their Accounts Payable department. Here, they submit invoices for vehicle inventory, such as titles and insurance, which can be easily searched for and retrieved. Moreover, they continue to use the Paperwise system within their Safety department, where driver records could be submitted and retrieved for compliance purposes. In the future, however, they intend on expanding their use of Paperwise for managing HR documents, which Paperwise offers solutions for as well.

G&D Integrated has also leveraged Paperwise's integrations for Truckmate, a transportation management system used by their company. Moreover, they leverage an API integration with their website for drivers to log in and look up information regarding their truck insurance. This integration has made their processes more efficient and allows for real-time information exchange and centralization.



500 USERS



CUSTOMER OF  
4 YEARS



40+ HOURS OF  
LABOR SAVED A WEEK



## Does G&D Integrated Recommend Paperwise?

G&D Integrated appreciates their ongoing working relationship with Paperwise, stating that their support has been highly responsive to their needs while remaining polite, friendly, and helpful.

Furthermore, they emphasized the quick turnaround time when working with the Paperwise team and their ability to provide solutions that meet their specific business needs.

When asked if G&D Integrated recommends Paperwise to others in their industry, they tell us, "Absolutely; with the need to digitize paperwork and verify important delivery information, it is a tool that other transportation companies can use, as well as non-transportation companies for effective document retention."

Ultimately, G&D Integrated's partnership with Paperwise has dramatically benefited their operations, and they highly recommend it to others looking for a reliable document management solution.



### G&D Integrated's Favorite Features

**SEND TO DRAG AND DROP IMPORT**

**MARKUP AND ANNOTATIONS**

**AUDITING CAPABILITIES**

Explore the Value of Paperwise

[SCHEDULE A DEMO](#)