

Executive Summary

Nidec Motor Corporation (NMC) is the world's leading manufacturer of small precision motors for cooling fans and brushless DC motors for leading edge technologies across the globe. Their products quietly and reliably perform throughout the spectrum of consumer, commercial and industrial electronic equipment. In 2010, Japan-based NMC acquired Emerson Electric's Motors and Appliance Controls businesses, giving NMC a North American presence for its global motor and motor-related business.

Business Challenge

NMC was seeking a robust solution that would automate as much of its accounts payable (AP) process as possible. They wanted to minimize the manual data entry of AP invoices and, in turn, increase productivity, accuracy, and efficiency in their AP department.

Given the high volume of invoices NMC was receiving, they wanted to rid themselves of paper because many of their paper invoices were being filed in drawers and stored in warehouses. As a result, it frequently became a major challenge for NMC to retrieve a document when the need arose.

How DataServ Helped

DataServ's Digital Mailroom scanned all of NMC's invoices and provided them with instant visibility to their documents while eliminating the pain they were experiencing in their previous paper-based process. NMC also used AutoVouch™, DataServ's pre-ERP three-way match capability that uses optical character recognition (OCR) technology to automate the manual matching or "vouching" work in an organization's AP department, to minimize the manual data entry of AP invoices and, in turn, increase productivity, accuracy and efficiency.

"AutoVouch™ eased disruption in our workflow because it reduces the number of invoices in which facility personnel is responsible for reviewing and

disseminating to the corporate branch," says Yvonne Chambers, NMC's AP Manager. "AutoVouch™ significantly reduced the number of invoices that were being manually keyed. It wasn't long before we could see a reduction in errors, while also seeing a decline in the number of invoice exceptions. This allowed the AP team to spend more time working on other aspects of the job. As a result of this project, we were able to reduce our AP staff."

In addition, because DataServ freed Nidec's AP processors from spending the bulk of their time performing data entry duties, these folks were able to be moved to higher value tasks. Says Chambers: "Some [AP personnel] were able to work on invoice resolution, which enhanced their problem-solving skills, others were able to do more analytical jobs, and some were able to assist with other projects in their finance area."

AutoVouch™ significantly reduced the number of invoices that were being manually keyed. It wasn't long before we could see a reduction in errors, while also seeing a decline in the number of invoice exceptions. This allowed the AP team to spend more time working on other aspects of the job. As a result of this project, we were able to reduce our AP staff.

*Yvonne Chambers, AP Manager
Nidec Motor Corporation*

Consistency

Through all the changes in staff that NMC endured after the Emerson acquisition, and with that acquisition leading to them transitioning from a centralized to a decentralized shared services model, they needed a consistent partner. DataServ has been a constant for NMC by providing our standard for P2P solution that doesn't waver in performance despite



major organizational changes. Not only does DataServ's solution remain reliable and consistent, but there is constant dialog between the two companies to see how the relationship can evolve to provide NMC with even greater benefit.

"I really value the relationship we have with DataServ," Chambers says. "From the beginning, I noticed the Client Support team at DataServ was very knowledgeable about our process, which was really helpful.....I can call at any time, and they know our process as well as the system. When we've needed to contact them, DataServ's Client Support team has always responded quickly and been very helpful, even with issues in our Manila data processing center that may occur overnight. That's what I like most about DataServ."

DataServ has numerous other client success stories in the form of additional case studies and testimonials. A short phone call or quick email is all it takes to find out more. Call us today at 877-700-DATA (3282), email us at info@DataServ.com or visit us at www.DataServ.com to get started.

