



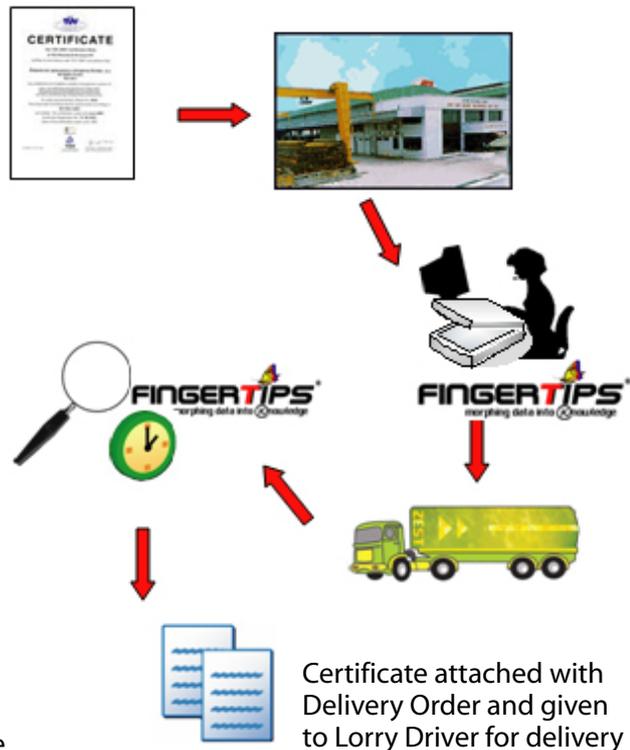
Ann Yak Siong Hardware Sdn Bhd

Ann Yak Siong Hardware Sdn. Bhd. (AYSH) is principally a stockist (importer and exporter of steel products) and hardware merchant of a wide range of steel products.

AYSH trades in carbon and stainless steel products, such as plates and sheets, structural welded hollow sections, bars and rods, channels, angles and flats, beams and columns, pipes and tubes, sheet piles, wires and wire mesh. AYSH is an integrated steel distributor in Malaysia, and is ranked among one of the top in the country. Among the countries that AYSH imports from includes Indonesia, South Korea and Thailand.

THE PROBLEM

- Managing various types of documents associated to the products.
- Misfiling of documents happens and searching becomes a hassle.
- Time taken to search a document and photocopying for duplication is unproductive.
- Response time to customers request is slow and reflects on the efficiency of the service provided.



THE SOLUTION

When products are purchased from the supplier, there is a certificate issued called the "Mill Certificate". With the high volume of orders being delivered from all over the country and overseas, the benefit of digital records was obvious. FingerTips allows the user to scan, store, retrieve and print or email any documents almost instantaneously.

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With the availability of this technology, the certificate is then run through a high-speed Fujitsu scanner and archived into FingerTips database. The scanning clerk will then put some additional information in the predefined profile fields like Plate Stock Code, Size, heat number and etc to allow them to retrieve this document instantly by various data fields.

When metal is bought from AYSH and needs to be sent to the client, the transport personnel (lorry driver) will show the Purchase Order document containing all the information pertaining to the metal to the Purchasing Clerk. The Purchasing Clerk then performs a search in FingerTips for the required certificate that matches the description of the product (metal) ordered by using the content search or the profile search. With the powerful Search Engine incorporated in FingerTips, the user is able to get the results within seconds. Upon finding the matching results the document can be printed immediately with a click of button from within FingerTips itself. The duplicate copy of the original cert is now attached to the Delivery Order document and sent together with the rest of the documents to the clients.

If for any reason the lorry driver forgets to take the duplicate certificate, it can be requested from AYSH at a later time and all AYSH has to do is to make a search into FingerTips and retrieve this cert. This cert can then be delivered to the purchaser via fax, mail or email depending on the purchaser's request. Now the customer service and delivery process is dramatically improved with real-time response to customer's request.

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