SHIFTING AX CONSTRUCTION'S PAPER-BASED DOCUMENTS INTO A DIGITAL ECOSYSTEM, USING SCAN2X AND THEREFORE™

Industry: Construction

AX Construction is a leading Maltese construction company specialising in civil engineering, restoration works, project management, and turnkey projects across various sectors. The team at AX Construction successfully completed numerous landmark projects, such as the St John's Co-Cathedral Visitor Centre and Jesuits' Church Oratories restoration. With a focus on innovation and a commitment to preserving local traditions, their mission statement is "Building our future, restoring our heritage".

AX Construction forms part of AX Group, a diversified group of companies, that operates across multiple sectors, including construction, development, healthcare, real estate, hospitality and renewable energy. They are committed to challenging the status quo, setting new industry standards, and exceeding expectations in all that they do.

Challenges Faced Before Embracing Digital Transformation

Before embarking on the transformative journey towards a fully digital environment, AX Construction faced several challenges that hindered seamless operations and optimal resource utilisation. "These challenges collectively drove us to reimagine our approach and embrace the power of digital solutions".

Extensive manual document handling, involving tasks like scanning and filing, hindered efficiency while the limited accessibility and challenges in physical storage space contributed to operational inefficiencies.

The inefficient search and retrieval process resulted in extended response times and the absence of a robust document management system posed risks to data security. A lack of data-driven insights, and fragmented processes led to inconsistencies across sectors fostering duplication of work.

Objectives to be Achieved

To address these challenges head-on, AX Construction had a clear and ambitious objective – to transition into a digital ecosystem that redefined efficiency, accessibility, collaboration, and sustainability. The introduction of the Document Management System (DMS) was a pivotal step in transforming how they manage, access, and interact with information.

The following were the objectives they set:

Centralised and Secure Data Repository: At the heart of our transformation was the goal to centralise and secure data within a robust repository. This not only enhanced document security but also laid the foundation for streamlined processes.

Enhanced Value through Metadata Association: The DMS's ability to associate metadata with each document elevated our organisational value. This paved the way for easier organisation, search and retrieval of information.

Empowering Analysis and Decision-Making: With metadata-enhanced documents, information became a strategic asset, powering informed analysis and data-driven decision-making across departments.

Streamlined Approval Workflows: Workflow capabilities eliminated manual document routing, expediting approvals and reducing bottlenecks in our operational processes.

Promoting Environmental Sustainability: Reducing paper usage aligned with our commitment to environmental sustainability, minimizing our carbon footprint and promoting greener practices.

Cross-Departmental Collaboration: The DMS bridged information gaps, enabling departments to seamlessly share, collaborate, and communicate, facilitating better teamwork and a unified approach.

Precise and Efficient Digitisation: The DMS's efficient document capture ensured accurate digitisation, reducing errors and optimising our data-driven processes.

Supporting Digitisation Strategy and Compliance: Our transformation aligned with our organisation's digitisation strategy, ensuring compliance with ESG regulations and contributing to broader sustainability goals.

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The journey from challenges to solutions has been marked by innovation, collaboration, and a firm commitment to excellence. AX Construction's digital transformation story reflects our determination to evolve, innovate, and create a digital landscape that drives efficiency, propels collaboration, and lays the groundwork for a sustainable future.

"EFFECTIVE AND EFFICIENT COMMUNICATION IS THE KEY TO SUCCESSFUL PROJECT MANAGEMENT."

Terence Borg
Head of Business Transformation Unit
AX Group p.l.c.

Bridging the Gap with Avantech's Advanced Solutions

"At AX Construction, the journey to conquer challenges and realise our digital transformation vision was made possible through the strategic partnership with Avantech. By harnessing the power of the Therefore Document Management System and Scan2x, we navigated a path of innovation and excellence, elevating our document management processes to new heights".

STAGE 1

Streamlining the Document Lifecycle: Through the implementation of the Therefore Document Management System and Scan2x, we underwent a revolutionary shift in our document management practices. These advanced solutions seamlessly streamlined the entire document lifecycle, from initial creation to secure storage and efficient retrieval. The cumbersome processes of the past gave way to a dynamic and integrated approach, ensuring a cohesive experience for every document, every time.

STAGE 2

Enhancing Accessibility and Collaboration: The transformative impact was felt across departments, where the digital solutions fostered an environment of enhanced accessibility and collaboration. Authorized users gained the ability to effortlessly access and collaborate on documents, irrespective of their physical location. This newfound agility powered our teamwork and encouraged knowledge sharing across sectors, driving us closer to our goal of united progress.

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Implementing Robust Data Security Measures: As we embraced Avantech's innovative technologies, a robust shield of data security enveloped our information assets. Sensitive documents and valuable information were safeguarded against unauthorised access, loss or theft. The solutions provided a fortress of protection, ensuring that our data remained under lock and key, fortified against potential risks.

Elevating Compliance and Efficiency: Our journey towards transformation enhanced efficiency and compliance. By leveraging Avantech's solutions, we not only addressed our challenges but also unlocked newfound productivity. The integration of these technologies empowered us to adhere to data protection regulations, ensuring that our practices were in line with industry standards and regulations.

The Implementation Journey

Embarking on the journey towards digital transformation through the implementation of the Therefore Document Management System and Scan2x was a carefully orchestrated process at AX Group. The transformation took root in the finance department, where the initial focus was on capturing and managing finance-related documents.

Utilising the power of workflows, collaboration emerged as a driving force for our transformation, marked by the extension of the implementation to various departments, breaking down silos and uniting sectors under a common digital umbrella.

As our digital landscape evolved, the implementation process turned its attention to sensitive documents. This focused expansion ensured that essential documents were seamlessly integrated into the new digital ecosystem, bolstering security and accessibility. The gradual implementation allowed the organization to fine-tune processes, optimise workflows, and ensure alignment with overarching goals.

We view the implementation of the Therefore Document Management System as a dynamic and evolving project. Regular updates and refinements are essential to ensure that it seamlessly integrates with our ever-evolving digital strategy. This approach aligns our processes and procedures, ensuring that our company's overarching goals remain at the heart of our transformation.

A Question for Contemplation

How can harnessing Avantech's innovative solutions revolutionise your organisation's document management processes, driving efficiency, collaboration, and compliance?

"At AX Construction, our partnership with Avantech propelled us forward, igniting a transformation that reshaped how we engage with information. From streamlined workflows to fortified security, we invite you to explore the possibilities that await when innovation meets aspiration, forging a path towards a brighter digital future".

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"DRIVING DIGITAL TRANSFORMATION BY TRANSFORMING SCATTERED FILES INTO A SYMPHONY OF ORGANISED DATA."

Ryan Muscat,
IT Systems Analyst | Business Transformation Unit | AX Group

Results Achieved by AX Construction

The journey to digital transformation yielded remarkable results for AX Construction, ushering in a new era of efficiency, accuracy, and productivity.

Amongst various measures implemented by AX Construction, below are some which were introduced:

Establishing a Contract Management System

For every entrusted project, AX Group handles a number of documents including contracts, supporting documents such as insurances and performance as well as closing documents including Fire and Safety certification required before project completion.

Avantech's solutions enabled AX Construction to establish organised categories for efficient storage and retrieval of project-related documents, streamlining the entire process.

With this new system in place, AX Construction implemented controls to ensure documentation remains up-to-date. Safeguard measures were also introduced to prevent work commencement until all contractual documentation is signed and stored.

The process:

All documents are now stored in a centralised system for contract management. It includes all necessary supporting documents that go with the contracts for the respective projects. This documentation includes insurance, guarantees, valuations, invoices and completion documents such as certificates.

Furthermore, the system monitors the expiration dates of documents such as insurance and certifications, automatically sending notifications to relevant personnel for timely action. The system also allows for tracking document statuses and makes this information accessible to all stakeholders.

Optimising the purchasing process for subsidiary companies

AX Group utilises Therefore to manage the entire workflow of the purchasing process for its subsidiary companies. This means that the entire process from requisition up to invoice posting in their accounting package, is handled by Therefore. By leveraging the system's established controls, the company can effectively automate budget limit compliance.

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Scan2x's Impact on Document Management

AX Construction have effectively automated two key aspects of its operations. They now utilise Scan2x to scan and capture Delivery Notes from suppliers at the point of receipt. This ensures efficient data capturing and reduces the risk of missing or lost documents.

One of the standout benefits of Scan2x is its ability to automatically identify document types and populate relevant metadata fields. This has eradicated the need for manual metadata input by users, saving valuable time and ensuring consistent and accurate metadata association for each document.

Since

2020

AX Construction has processed

Purchase Orders

22,900

Invoices

22,000

Over

56,500

Digital Approvals
with multiple stages of approval from various departments

Automated mailbox monitoring for a total of

6 **mailboxes**

related to different construction projects

The Impact of the Solutions on Productivity

AX Construction achieved significant improvements across various aspects of its document management processes. Due to a centralised repository, the workforce required for scanning and saving was significantly reduced and staff is now able to focus on more value-added activities.

These systems have expedited the approval process for critical documents such as purchase orders, invoices and agreements. Workflows and automated notifications ensure that the right stakeholders are involved, minimising delays and improving overall efficiency.

Through enhanced communication and collaboration, departments and sectors can easily share and collaborate on documents, leading to more seamless cross-functional collaboration. Additionally, the risk of sharing outdated documents or creating new ones deviating from the agreed framework has been significantly reduced. The central repository and version control mechanisms offered by these systems ensure that authorised users always have access to the most up-to-date documents, eliminating errors and discrepancies.

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Hardware Choices and Integration

AX Construction manages various documents, from contract agreements to performance guarantees, fire safety reports, site plans, insurance and risk assessments to name a few and with the integration with Therefore and Scan2x through Canon scanners, document operations significantly improved. The robustness of these scanning devices allows for the efficient handling of large paper document volumes, reducing maintenance downtime and ensuring high productivity without disruptions. Moreover, the integration provides the advantage of presetting scanning quality, ensuring consistent and high-quality scans throughout the process.

Future Development Plans

"In our future projects with Therefore and Scan2x, we have outlined key initiatives to further optimise our document management processes."

The following are the initiatives AX Construction has set up:

Firstly, we plan to increase the number of scanning stations at strategic receiving points. This will allow for efficient and timely document capture, reducing delays and improving overall workflow.

Additionally, we aim to enhance the document creation capabilities by expanding the template library of predefined documents within Therefore. This will ensure standardised and streamlined document generation, promoting consistency and accuracy.

Furthermore, we are exploring the migration of Therefore to a cloud-based infrastructure, which offers benefits such as increased scalability, accessibility, and data security. Lastly, integrating Therefore with an ERP solution will enable seamless data exchange and enhance overall process automation.

These initiatives reflect our commitment to continuous improvement, productivity enhancement, and alignment with digital transformation goals.

What advice would you give to other companies looking to implement these solutions to improve their productivity?

- Start by thoroughly assessing your organisation's specific needs and challenges in document management. Share your findings with Avantech Ltd. to tailor a solution to your requirements and engage with internal stakeholders from various departments to ensure the selected solution aligns with everyone's needs.
- Plan for change management and provide training and support to employees. Begin with a pilot or phased approach to refine processes and in so doing, customise the solution to fit your business processes and security requirements. Throughout the project, monitor progress and gather feedback to continually improve.
- As you embark on this transformation journey, every step you take unlocks new efficiencies, enhances collaboration, and reshapes your organisational landscape. We encourage you to confidently chart your own course with innovation.

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About Avantech

Avantech is a long-standing Canon Platinum Partner in Malta. The hardware division of the company works to bring the full range of Canon products to market, while the software division develops a range of applications for use in financial services businesses in banking, wealth & fund management, insurance and FOREX. Avantech is also the author of Scan2x, a document capture system that is revolutionising the way businesses digitise their daily documentation.

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