

## One of the World's Largest Automobile Empire Enables More Efficient Business

customer case study

Ricart Automotive Group, Inc. drives all critical back-office document management functions with Intellinetics powerful Intellivue document management engine. The results have been stunning—enabling more sales, higher services levels, and increased efficiency.

As the world's largest car dealer, located in Columbus, Ohio, Ricart Automotive Group covers 66 acres and has grown to include 20 satellite locations. This Mega Mall is responsible for selling tens of thousands of cars annually. In one year alone, Ricart Automotive recorded nearly \$600 million from more than 33,000 vehicles sold.

With the immense amount of paperwork generated from this kind of sales volume and the addition of several satellite stores, Ricart had a growing concern about maintaining proper paperwork in an efficient manner. They were legally required to keep numerous forms, and needed to access much of the information frequently. Due to sheer volume, it became apparent that the company needed to find an alternative solution to manually filing paperwork.

"We already had a significant amount of space dedicated to the storage of paper files and we needed more. Not only was the physical storage area a problem, but it was a time-consuming process to locate files when we needed them. It was obvious that we needed a more efficient solution," said Rob Caruthers, Controller. "It was essential that the information be logically indexed and quickly accessible."

The document management team at Ricart Automotive required a seamless solution that would integrate with their existing main-line business applications and databases, specifically, their Dealer Management System (DMS). A key evaluation criteria for Ricart's new document management platform would be that it offer DMS-independence—Intellivue met these requirements.

The automotive industry is the 2nd most highly regulated industry in the United States. Due to the nature of Ricart's business, they had to meet stringent legal requirements for document retention. In addition, Ricart understood that they needed to retain the

capability to expand the system in a phased approach as they continue to grow and add more satellite locations.

### **Ricart's document management gets a tune-up**

With the implementation of Intellivue as their new electronic document storage and retrieval solution, Ricart immediately enjoyed a substantial return on their investment. The flexibility of Intellivue allowed the Ricart team to function much more efficiently. From logging in new inventory to retrieving old documents for customer requests, the system saves hours of processing time every day. The state-of-the-art document management system provides high-speed access to an image repository that is growing at over 90,000 images per month.

System information is available to as many as 100 concurrent users at any given time so employees from multiple locations can view the documents they need whenever they need them. Ricart inputs their data with three scan stations and sends nightly batch jobs to enable an efficient system for indexing documents.

"Thanks to the open, flexible nature of Intellivue, it's DMS-independent, yet compatible interface, and a focused training program, all of our needs were met and implementation was seamless," commented Caruthers.

### **Ricart Automotive Snapshot**

*Ricart Automotive Group is the world's largest automobile empire. Located in Columbus, Ohio, this Mega Mall covers 66 acres and has grown to include 20 satellite locations.*

### Driving away with new efficiencies

By implementing Intellivue, Ricart has been able to meet all their pre-defined needs for a document management system *and* increase efficiencies in many ways:

- The need to physically obtain paper copies of documents to address customer inquiries is non-existent, resulting in reclaimed space formerly used for physical file storage
- Achieve DMS-independence in a document management platform
- The new system has virtually eliminated lost files, misfiles, and duplicate paper copies
- Ricart employees can now quickly and easily retrieve information that enables them to answer customer inquiries almost instantaneously
- The timeframe for logging inventory has been reduced from 1.5 weeks to 1.5 days

Ricart and Intellinetics are now collaborating on a planned upgrade, and expanding Intellivue to capture more document types throughout Ricart's enterprise. "Employing Intellivue has been a wonderful experience," said Caruthers. The impact it has had on our operations is tremendous. We look forward to continuing our relationship with Intellinetics," he concluded.

*"Thanks to the open, flexible nature of Intellivue and a focused training program, all of our integration needs were met and implementation was seamless."*

*- Robert Caruthers  
Ricart Automotive  
Controller*

### Learn more today

If your company manages large volumes of documentation that you'd like to turn into a tool to enhance service levels, increase productivity and boost profitability, contact us today to learn more about the power of Intellivue.

smarter documents. smarter business.

Corporate Office

2190 Dividend Drive  
Columbus, OH  
43228-3806

t: 614.921.8170  
f: 614.850.2789

[www.intellinetics.com](http://www.intellinetics.com)