



redmap Case Study

ABGAL Case Study

About our client, ABGAL Liners & Covers

ABGAL Liners & Covers have been manufacturing high quality solutions to cover and contain since 1976. A combination of experience and technology make them industry leaders in their field of flexible plastic fabricated products.

ABGAL Liners and Covers is a family owned and operated, Australian business manufacturing high quality products which are sold around the world. Founded by Alan and Bev Long in 1976, ABGAL remains 100% family owned, and is still managed by the Long family today.

ABGAL invested with Pronto Software to implement Pronto Xi in 2007 and wanted to integrate a system to better handle the documents generated as part of their business processes.

Why did ABGAL approach Redmap?

“At first I was focused on the work orders that we generate for each liner or cover that we manufacture. The work order, which is generated by Pronto Xi and then printed on a job card with shop floor drawings attached, is sent around the workshop as part of the manufacturing process and there is information written on it at each workstation. Storing that completed work order is critical to our control processes and so I wanted to be able to file it and retrieve it easily,” said Garry Long, Managing Director.

What did Redmap do?

Redmap’s document management solution was implemented to manage the work orders. This required the work order to be filed in Redmap with certain filing data. Some of that data was sourced from Pronto Xi, such as the Customer Name and Order Reference as it relates to the work order number.

“So basically now, without getting up from our desk, anyone in the business can retrieve those work orders. This has made life easier, especially in the summer months. As you can imagine we are busiest in those months and that meant that the work order filing could get behind, which made finding recent work orders problematic from time-to-time,” Garry said.

The work didn’t stop there. Following the success of the work order project Garry and the ABGAL team saw opportunities to use Redmap in many other areas of the business. ABGAL used Redmap to more effectively store Customer and Supplier related emails and the Accounts Payable records.

Each email that is received at ABGAL is archived into Redmap. As one can imagine some of this data is highly confidential and as such ABGAL didn’t want this data available to every employee. In order to protect the confidentiality Redmap checks the domain of each email and identifies those that relate to a Customer or Supplier in Pronto and makes these emails available for general searching by the staff.



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What did Redmap do?

(continued)

“The centralisation of the email has made life much simpler. There is no more waiting for the resource that sent or received the email to find it and send it to us, or even to bother them with the request for it at all. I can just go to Redmap, select the Customer and see all correspondence relating to them,” continued Garry.

Redmap is also used to store all of the Accounts Payable records. Invoices, PO's, shipment details and other associated documents are stored in Redmap.

“Redmap have presented their AP Automation solution to me, however I have not been able to validate the return as our invoice volume is modest. We opted to use Redmap to store the AP related documents and it was a relatively simple project with considerable upside. We are ISO accredited and our auditors love the ease at which they can find the information, and they are confident that the processes we have in place are well controlled,” said Long.

What was the outcome for ABGAL?

“It is funny how small a town Brisbane is. Toshiba had introduced Redmap to us as we deal with them for their photocopiers and I was interested in it. Then Pronto Software took the ABGAL team to a site visit as part of our investment process and the Customer was also using Redmap.

“I am glad that I went with Redmap and I'm very happy with their service and delivery. They genuinely seem to care about their Customers and the solution has done what was expected. We are now discussing some of their newer developments to further integrate Pronto Xi and Redmap.

“When we constructed this building, we designed a fireproof room for our document storage. That room now serves as a stationary storage room and, more recently, COVID safe PPE and sanitiser,” concluded Garry.