

## case studies

# Monarch Office Solutions Proposes Questys to streamline Briggs-Weaver's order storage and retrieval

## problem

An industrial distribution company processes between 700 and 1,500 shipping orders each day. While renowned for advanced operations processes, the company continues to use a paper filing system for shipping orders.

## solution

Toshiba dealer Monarch Office Solutions creates a storage-and-retrieval system with Questys, which could be added to the company's new Toshiba equipment lease for only an additional \$500.

***In brief:** A forward-thinking company with a long history in the Southwest, Briggs-Weaver is a perfect candidate for revolutionary Toshiba technology. But late last year, a corporate takeover brought a potential lease of 15 e-STUDIO units to a halt. However, the Briggs-Weaver corporate philosophy prevailed, and once the dust settled, the new management embraced the exact same contract previously proposed—and more.*

**Briggs-Weaver, Inc.** is one of the largest and most diversified industrial distribution firms in the country, with 20 locations in Arizona, Arkansas, Louisiana, Oklahoma, Texas and Mexico. The company represents more than 1,500 leading manufacturers and supplies a broad line of industrial supplies, material handling equipment, machine tools and coatings, as well as electronic and safety supplies and equipment.

Briggs-Weaver has been serving southwest industries for more than 100 years—a clear indication that the company is forward-thinking and flexible, enabling it to evolve and respond to market changes.

## The situation

In 2001, **Monarch Office Solutions**, of Addison, Texas, met with the CFO at Briggs-Weaver to discuss upgrading all of the copying equipment at corporate headquarters, located in Coppel, Texas, near Dallas. Monarch spent several weeks working on a plan to replace the copiers, stand-alone printers and fax machines with new Toshiba e-STUDIO units—15 units in all.

But just as the contract was ready to go, Briggs' CFO called a meeting to inform Monarch that the company was being sold and that he would be gone by the end of the month. Since the CFO had been the primary contact, and with the uncertainty of the outcome of the company's sale, the contract was put on hold.

In February, six months after the sale was complete, Monarch once again approached Briggs-Weaver to speak with the company's new CFO about the solution proposed the previous year. During the meeting, Monarch asked some additional questions, mainly about the company's shipping capacity and document storage system. They learned that Briggs-Weaver processes between 700 and 1,500 shipping orders from 20 locations every day. As for storage—file cabinets.

## The solution

Well aware of Briggs' forward-thinking corporate philosophy, Monarch took the opportunity to introduce Toshiba's document storage solutions.

As an ISO 9002-certified and compliant company, Briggs-Weaver has documented all of its operating processes and continues to seek better and more efficient ways of doing business. It was soon determined that Questys would integrate perfectly with this philosophy; and together with

# solutions

## Briggs-Weaver, Inc.

the new e-STUDIO equipment, the system would enable Briggs to further streamline its storage and retrieval processes.

Briggs' CFO liked the idea of doing away with file cabinets, and she called into the meeting the manager of the shipping department, who soon became just as excited about the proposed process.

In terms of cost, the Questys software added only \$500 onto the monthly lease payment for the 15 e-STUDIO units.

Briggs-Weaver now uses Questys to store the shipping orders from all 20 locations. Once stored in Questys, the records are retrieved by shipping order number. Five Briggs-Weaver employees currently use the system, and the success of the system has prompted the company to investigate using Questys for human resources, too.

With its healthy outlook on change and constant improvement, Briggs-Weaver has proven to be a prime candidate for new technology. The company's own corporate philosophy says it all: "As industries grow and mature, and methods and practices become outdated and obsolete, our thorough knowledge of new processes and technologies will enable Briggs-Weaver to stay ahead of our customers' needs." And Toshiba is there to help make this vision a reality.

## About Toshiba America Business Solutions

Toshiba America Business Solutions, Inc. (TABS), manages product planning, marketing, sales, service support and distribution of copiers, facsimiles, multifunction printing

products, network controllers and toner products throughout the United States, Latin America and the Caribbean. Headquartered in Irvine, California, TABS comprises four divisions: the Electronic Imaging Division, Toner Products Division, Document Solutions Engineering Division and TOPAC, a subsidiary which operates a network of office equipment dealers.

Named the most favored manufacturer in six of the past seven years by the Business Technology Association (BTA), Toshiba's entire product line, customer support and marketing distribution policies are a marker for the industry. Among the many other awards garnered in recent years, Toshiba was named the "Copier Manufacturer of the Year" by the Marketing Research Consultants (MRC) in 1997, 1998 and 2001 and received the CIO Web Business award for its leading edge intranet site in 1998, 1999 and 2000.

TABS is an independent operating company of Toshiba Corp., the fifth largest electronics/electrical equipment company and the world's 44th largest company in terms of sales. Toshiba Corporation is a world leader in high technology products with more than 300 major subsidiaries and affiliates worldwide. Fiscal year revenue in 2000 was approximately \$54 billion.

For more information on Toshiba copier, facsimile and printer products, or for a local dealer, call 1-800-GO-TOSHIBA or visit the TABS Web site at either [www.copier.toshiba.com](http://www.copier.toshiba.com) or [www.fax.toshiba.com](http://www.fax.toshiba.com).

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