

Case Study: On-Site Document Scanning and Conversion Solution for an Electronic Manufacturing Company

The Basics

Client: Murata Manufacturing Co., Ltd.

Location: Batangas, Philippines

Industry: Manufacturing

Service(s) Provided: Document Scanning and Conversion

About the Client

Murata Manufacturing Co., Ltd. is a Japanese manufacturer of electronic components, based in Nagaokakyo, Kyoto, primarily involved in the manufacturing of ceramic passive electronic components, primarily capacitors, and has an overwhelming share worldwide in ceramic filters, high-frequency parts, and sensors. Murata innovations can be found in a wide range of applications from mobile phones to home appliances, and automotive applications to energy management systems and healthcare devices.

The Situation

The manufacturing site of Murata in the Philippines located in Tanauan City, Batangas has over 260,000 pages of training and HR paper documents including all their employee records. They rely on manual process for storing, viewing and searching of these documents.

Murata recognized the challenges posed by having a paper-based documents only stored in physical storage space. They were looking for a way to improve their process by converting the documents to electronic files and consolidating it so they could be accessed quickly and securely through a web-based app.

Scanning these documents to digital format would allow Murata to improve its operational efficiency and employee productivity by minimizing the time and costs associated with managing paper storage and retrieving documents. Additionally, scanning these documents would minimize the company's exposure to security threats such as paper files getting lost, damaged, or physically stolen.

The Solution

To meet the needs of Murata, Tensei Philippines provided them with a complete on-site document scanning conversion service, including the equipment and staff needed.

High-speed document scanners were provided by Tensei and their experienced, reliable and highly trained staff performed all the scanning by carefully handling all the paper documents. The process for consolidation, indexing, formatting it to client's preferences and creating the file name of each scanned documents that will be uploaded to the web-based Document Management System is automated.



We begin by collecting information about the documents that are to be scanned. Our specialists then conduct an analysis and craft a solution to transform their paper-based records into an easy-to-use electronic format.

Our process starts by checking and sorting all the documents before preparing it to be scanned in the scanning machine. The scanned documents were converted virtually into machine-readable text data using Optical Character Recognition (OCR). All the scanned documents were automatically saved in the network of Murata and segregated into folders depending on the type of the document.

The Results

- better consolidation of HR and Training documents for analysis, retrieving, reporting, extraction, viewing and distribution of documents within the organization
- store records on the cloud in an electronic format, rather than in files, cabinets and offsite storage
- reduce unnecessary waste of time and money spent on searching for information and storing paper
- records security and accessibility

ABOUT TENSEI PHILIPPINES

TENSEI PHILIPPINES INC. (BPO Division) as part of the Tensei Group of Companies, is an entity providing a valuable variety of business process outsourcing solutions that include Back Office, Contact Center, Information Technology, etc. We continually strive to be an innovative market leader in providing customized Offshore Outsourcing Management Solutions.

We want to help in making the world a better place, one problem solved at a time – all powered by solutions tailored to streamline operations, drive innovation, delight customers, and build brand recognition. At the end of the day, we only have one job – and that’s to help businesses deliver better to their customers.

