



TELEPHONE ELECTRONICS CORPORATION IMPROVES DOCUMENT MANAGEMENT PROCESS WITH *doc-link*™

COMPANY

Telephone Electronics Corporation

BUSINESS

Rural Telephone Service Provider

FINANCIAL SOFTWARE

Microsoft Dynamics® SL

Company Background

Telephone Electronics Corporation's (TEC) history dates back to 1923 with telephone services being brought to rural locations in the southeast. As communication needs evolved over the years, TEC introduced new technologies and continued to grow its customer base. Today, TEC stands as one of the nation's leaders in this ever-changing industry, providing communication services to tens of thousands of customers, operating in 13 locations and employing approximately 200 people.

Challenge

TEC expanded their business through the acquisition of other telecommunications companies providing similar phone services to rural communities. "As we acquired each of these new companies, they continued to process and pay their own expenses with different accounting systems and different banking institutions," recalls Director of Accounting, Robert Guerriero.

"Improving the company's cash management was our overall objective," explained Guerriero. For our company-wide accounting system, we decided on Microsoft Dynamics SL. Then, to centralize the accounts payable and check processing, we advised all of our vendors to submit AP invoices to our corporate office in Jackson, Mississippi." Paperwork continued to be an issue, however. "Not only were we spending a lot of money moving invoices and purchase orders between locations for review and approval, but the time it took to move those documents back and forth was a bottleneck in accounting."

Solution

"We saw Altec every year at the Microsoft Convergence trade show and realized they were a well-respected organization with a strong solution in the Dynamics SL practice," continued Guerriero. TEC wanted a partner with a proven track record, and Altec seemed to meet the qualifications."

TEC implemented *doc-link*, which is seamlessly integrated to Dynamics SL. The integration reduced the amount of data entry in their accounting department and gave them the ability to access the electronic documents directly from Dynamics SL. Access to *doc-link* was given to the different remote locations so approvals and retrievals of any accounting document were instantaneous.

Benefit

"*doc-link* provides our management team with much better visibility and control over corporate expenditures," indicated Guerriero. "Our operations staff has become much more involved in the purchasing and approval process and there is greater accountability at their level. Our approvers love not having to physically handle and be responsible for paper invoices, which can sometimes get lost. Now they can access *doc-link* to see where and how much they are spending, and reference images of invoices and checks without having to call the accounting department. They are more aware and self sufficient."

Benefits in the accounting department were quickly realized. Accounts payables and receivables processes have been streamlined overall and the department is no longer cluttered. "We've removed most of the file cabinets and bookshelves, and the users' desks are clear and clean of paperwork," stated Guerriero with excitement. "All of these changes have allowed us to reassign remote office personnel to other, non-accounting tasks and allowed them to focus on our customers, which is what we need to continue to grow the company."

"The entire *doc-link* project paid for itself in nine months. Our only regret with *doc-link* is that we didn't implement this five years ago. It's been a huge improvement." ▲

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Robert Guerriero
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