



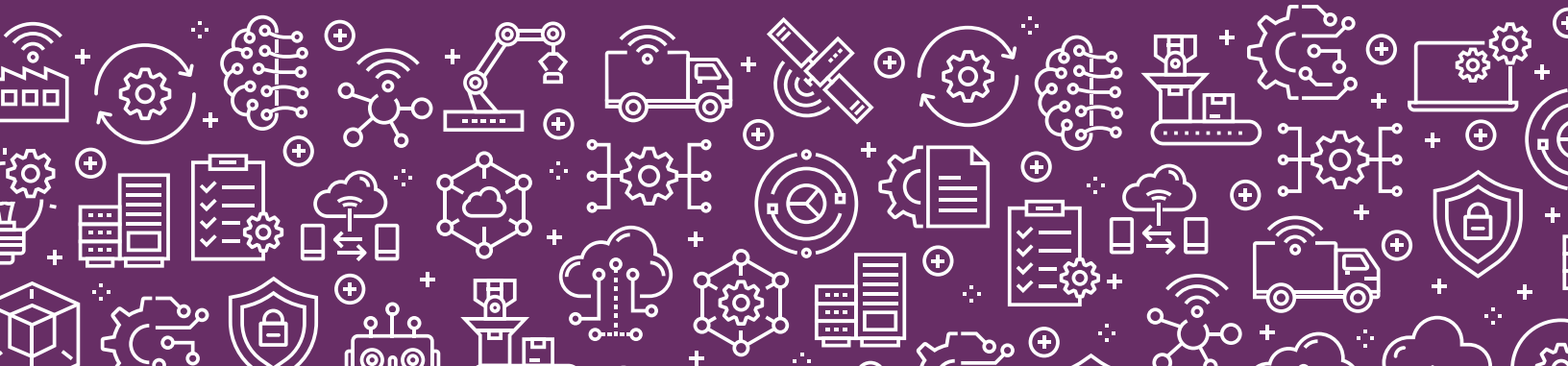
W.S. Darley & Co.

Chippewa Falls, WI

W.S. Darley & Co. manufactures fire pumps and fire trucks and sells fire-fighting equipment to fire stations throughout the world. They also provide a variety of products to the U.S. Department of Defense. In business since 1908 and headquartered in Itasca, IL, they have manufacturing facilities in Chippewa Falls, WI and Janesville, IA. They have approximately 225 employees.

“We had a lot of sales and service history that was only available on paper. If a paper file got lost or misfiled we would not be able to access the information it contained. We needed to have those files scanned into electronic files and didn’t have the resources to do that ourselves. We looked to EO Johnson to do that for us.”

— John Long
Systems Administrator
W.S. Darley & Co.



the challenge

With over a century in operation, W.S. Darley & Co had a lot of sales and service history that was only available on paper—nearly 60 file cabinet drawers filled with hardcopy records. These documents were the only set of records and required permanent retention. Their products have a very long life in the field so it can be many years before a customer requires service parts.

“One of the risks we faced with paper documents was if a paper file got lost or misfiled,” said John Long, Systems Administrator at W.S. Darley & Co. “If that happened and that customer needed service we would not have the necessary information. We wanted to modernize our records and that meant electronic files.”




the solution

Long knew they did not have the personnel or equipment to do the size of scanning project they had themselves so they turned to EO Johnson's Document Scanning and Conversion for assistance.

The first step was to work with EO Johnson to determine a plan of action. Having a clear process for the handoff of files to EO Johnson was critical as if the need for customer service arose employees would need to access service part history data.

To offset the cost of automating the indexing process, Long provided EO Johnson a database listing all of their pump serial numbers, model numbers, customers, and year of production. This manifest was used to check out the documents to EO Johnson for scanning and then again used when the files were returned to ensure all the files were returned. The contents of file drawers were transported to EO Johnson for scanning at their secure facility. Once scanned the images could be downloaded and stored on W.S. Darley's file servers and SharePoint site. Going forward employees will scan new records themselves.

the results

-  **Efficiency:** Employees are now able to search for, retrieve, and distribute information right from their desks.
-  **Accessibility:** Files can be accessed by multiple people simultaneously, and there is no risk of files being lost or misfiled.
-  **Security:** Their files are now protected as part of their regular data backup procedures.