



ONBASE | CUSTOMER SUCCESS

GUY M. TURNER, INC.

Guy M. Turner has been a leader in the crane, rigging and heavy-haul services industry since 1924. Since 1985, Guy M. Turner has expanded their operations to include locations throughout several Southeastern states as well as Ohio and Pennsylvania – including trucking and transportation terminals in eight cities in seven states. Guy M. Turner began working with Hyland partner DTI in 2017 to help them transform multiple aspects of their business processes.

THE CHALLENGE

Guy M. Turner had used other document imaging platforms over the course of 12 years. Due to many mergers and acquisitions, these systems became obsolete and unsupported. In search of alternatives, DTI introduced OnBase to replace the legacy applications.

THE SOLUTION

Over a six-month rollout period, DTI handled the implementation of OnBase without heavy involvement from Guy M. Turner’s resources. Being very familiar with Guy M. Turner’s internal processes, DTI was able to build on the functionality of OnBase to improve many areas. Once the OnBase implementation process was completed, DTI and the technology teams at Guy M. Turner began to explore different ways to leverage OnBase throughout the organization.

Quick implementation leads to rapid expansion

After the team implemented OnBase for Accounts Payable, they quickly deployed OnBase for other business processes. Due to the limitless functionality and rapid configurability of OnBase, Guy M. Turner configured OnBase for their Accounts Receivable, Human Resources and onboarding processes, with additional phases currently planned.

A seamless transition from legacy to OnBase

Prior to implementing OnBase, Guy M. Turner’s Accounts Payable team faced challenges that are similar to those encountered by many other organizations. Although they had been paperless for years, the team had not been able to truly reap the benefits of automation. They had also had tried migrating to another system but could not get it to work, and hoped to leverage OnBase with as little transition pain as possible for their staff. With OnBase, they were able to replicate their workflows from the obsolete platform. Because OnBase is so configurable, they were able to minimize custom code requirements, but still deploy a solution that felt like it was custom-tailored to their needs.



LOCATION
Greensboro,
North Carolina

INDUSTRY
Transportation
and logistics

DEPARTMENTS USING ONBASE
Accounts Payable
Accounts Receivable
Human Resources

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Jeanette Landreth

Chief Financial Officer, Guy M. Turner

Improving efficiency and accuracy

On the Accounts Receivable side of their business, Guy M. Turner struggled with hundreds of thousands of receipts and AR-related paper processes. After witnessing the benefits of OnBase for AP, they hoped to gain the same benefits by transitioning their paper AR process to a digital process.

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Securing HR information and transforming the hiring process

After realizing the cost savings and streamlined processes using OnBase for AP and AR, Guy M. Turner planned for the transition of their inefficient employee file and onboarding processes with OnBase.

The driving factor for HR was improving the process for recruiting and hiring drivers. In 2019, with the economy booming, there was a shortage of qualified truck drivers. Being able to post positions online, with a link to an application that could be filled out on a mobile device, improved Guy Turner’s image and increased their chances of hiring the best drivers. The application was a paper form that was built as a Unity form and posted on their website.

Prior to using OnBase, Guy M. Turner found it increasingly difficult to maintain all personnel files from onboarding to retirement. The big impact for the HR files was the security that OnBase provides. Multiple copies of HR files were kept in various departments. The Safety department kept their records, Training had theirs, and HR had a copy of all the files. By storing all files in OnBase and securing to the document level, there is one file and each department only sees documents they have permission to see.

By digitizing their HR processes, Guy M. Turner provided state-of-the-art access management to their employees, based on permissions. They can now comply with corporate and DOT retention policies for employee file management, securing employee files as required. The process improvement led to optimization in related work streams, including driving the transformation of their online employment application process for potential employees.

Hiring and onboarding while socially distancing

Guy M. Turner’s rollout of their new recruitment and onboarding processes proved to be timely. They implemented the systems in early 2020, and despite the global health situation, were able to accept digital applications from candidates for driver positions. Candidates could enter their data once and be processed from application to hire within the same system. Candidates were interviewed, hired and on-boarded without having to physically go to an office — complying with social distancing measures.

Planning for the future

The transition from paper-based processes to digital records has transformed how Guy M. Turner operates. There are some outdated or inefficient business processes that still remain in use, and the organization is planning to digitally transform these processes with OnBase. An expansion of the AR solution is underway and will allow their organization to digitize their entire AR process. By going completely paperless, they will be able to focus personnel on projects and tasks that can drive revenue for them. They also plan to expand their AR solution, using the power of OnBase to improve cash flow and realize additional ROI in their AR processes.

Learn more at Hyland.com/OnBase



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