



INTERSTREAM BARGING:

## Automatic document processing in the cloud



**Interstream  
Barging**

**0.5 day**

savings in purchasing process every week

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### COMPANY PROFILE & CHALLENGE

Interstream Barging is one of the largest inland shippers of liquid products in Europe. The organisation transports gasoline, diesel, chemicals and vegoil (edible vegetable oils). The company has a fleet of around 125 ships, 30 of which are owned by the company. The organisation has 250 employees who staff the ships, and 60 office workers ashore. A loading capacity of over 350,000 tons makes Interstream Barging the market leader in Western Europe. The organization has offices in the Netherlands, Germany, Luxembourg and Switzerland.

Interstream Barging processes a large number of documents. Wilbert de Bie, Business Controller, explains, "Take the travel documents, for instance. We coordinate 20,000 transports every year. For each trip, we have to process around 15 documents. These relate to loading and unloading activities, information on the cargo and safety regulations, among other things. We also process 30,000 purchase invoices every year and have to deal with dozens of contracts and HR documentation." To process all these documents more efficiently, Interstream Barging began using DocuWare, an integral solution for information logistics, a few years ago. Wilbert continues, "We were looking for a partner who was able to think along with us and ensure that our processes were safeguarded, a supplier with a team of consultants to support us every step of the way and a support function with short lines of communication."



Ricoh proactively shows us the newest features of DocuWare. This lets us optimise our processes continuously.

Wilbert de Bie, Business Controller at Interstream Barging



## SOLUTION

After much deliberation, RDC West-Brabant and Zeeland were chosen. Together they defined a road map to further streamline document processing in various processes. Wilbert comments, "We initially saw considerable potential for our procurement process, especially considering the possibility of automatic document recognition and automated workflows. The input process used to be manual, making it an extremely time-consuming process with 30,000 purchase invoices per year. Thanks to DocuWare, we can now automatically read and index these invoices. It also provides an immediate overview of all expenses. The invoices are entered into our accounting system and routed to the approval process. Manual printing, stamping, scanning and archiving is no longer necessary."

## RESULT

The solution has numerous advantages. Wilbert explains, "Thanks to the workflows, we now work much more efficiently and have a better overview. Every week, we save half a day's work on the procurement process alone. We also reduce the error margin and number of corrections required. We now want to shift our focus to contract management and customer acceptance procedures. We already have all the required technology in house. DocuWare offers the advantage of evolving along with the organization's developments and vision in terms of workflows and document storage." Wilbert has good things to say about Ricoh. "Ricoh consultants are always available to offer support. We communicate with them often about how we can improve our workflows even more. This lets us optimize our processes continuously."

## ABOUT RICOH

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