



## CASE STUDY



### COMPANY

Kavanagh Industries

### INDUSTRY

Manufacturing

### LOCATION

Australia

### PARTNER

Storata

# KAVANAGH INDUSTRIES STREAMLINES DOCUMENT CONTROL USING PAPERLESS WORKFLOWS WITH M-FILES

Kavanagh Industries is an innovative Australian owned and operated manufacturer of sheetmetal ductwork and general metal fabrication. Located in the Western Sydney suburb of Smithfield, Kavanagh's core operations are located in its 17,000 square meter manufacturing facility. As Australia's largest and most productive sheetmetal duct manufacturer, Kavanagh provides high-quality ductwork with fast turnaround times and reliable logistics services that meet all site-access requirements.

Kavanagh needed a solution that could improve document storage, information sharing, and collaboration more effectively from any location, while meeting compliance needs around access and quality control. Kavanagh recognized that M-Files was the appropriate solution to meet its business goals.

## HIGHLIGHTS



Streamlines day-to-day operations




Facilitates transparent collaboration



Increases productivity by at least 75%

**M-Files**  
The Smarter Way to Work.



“Moving to M-Files has let Kavanagh move away from paper-based processes, signaling a significant reduction in paper consumption and file cabinet storage. Being able to securely access information when our employees need it, wherever they are, has solved key challenges around file management and status tracking. It has simplified the way Kavanagh operates on a day-to-day basis.”

**Peta Buckley**  
Office Manager  
Kavanagh Industries

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## KEY CHALLENGES BEFORE M-FILES

After experiencing continuous growth, Kavanagh had considered changing its predominantly manual-based operations and recognized that there were some operational processes that could impact business agility and scalability.

Kavanagh realised it needed to shift from a manual-based system to an automated document management platform to reduce inefficiencies and improve collaboration.

Peta Buckley, Office Manager, Kavanagh Industries, said, “The team continuously relied on printed paper to create and manage construction drawing deliverables. Unfortunately, this caused significant confusion around which document was the latest revision, which led to frustration when it came to manufacturing, especially if the latest revisions were filed within the wrong job folder, or in the wrong sequence.

“The existing manual filing system process meant that employees would need to physically comb through drawings to find the latest revision.”

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## THE M-FILES SOLUTION

Kavanagh needed a document management solution that could reduce the time and effort it took to search for important documents, as well as a tool that made sharing documents across departments easier. Moreover, it needed tools to ensure employees were working from the latest drawings with mobile access to view customer information when onsite.

To meet its business objectives, Kavanagh decided to try M-Files. The key reasons for selecting M-Files included the ability to access information from anywhere; increased efficiencies by retrieving information without needing to find the physical paperwork; compliance capabilities such as version control and historical change audit; superior document security; robust search capabilities; enhanced, “anytime-anywhere” collaboration tools; and the ability to create seamless workflow automation.

Peta Buckley said, “The ability to make information easier to retrieve was key in choosing M-Files because we knew it would reduce physical movement between departments and make a substantial difference in the way we communicate.

“The team sees M-Files as a game-changing solution that extends beyond the document storage function which it was initially deployed for. For example, we started with estimating, then we implemented it into our production and accounts departments before running internal projects through it. Now, we deploy M-Files through as many business processes as possible.”

## THE RESULTS


Since implementing M-Files, Kavanagh has seen a 75 percent decrease in the amount of time it takes employees to find the latest revision of production drawings. Furthermore, the system delivered unparalleled collaboration tools, making it easier to share documents and information with strict control over who can access a file.

Peta Buckley said, "For the past six years, Kavanagh has experienced seamless revision control and an efficient file and document retrieval process. We have also been able to sync Microsoft Outlook with the M-Files information management tool, giving us direct access to emails from Outlook in M-Files, reducing unnecessary application switching."

The team no longer needs to share paper-based documents among departments or email documents back and forth with attachments. Instead, employees can create a job in M-Files and link different types of documents, which are then sent via email with hyperlinks. They can additionally save production drawings in M-Files, which automatically sorts them into order of most recent revision. From there, the team can make any markups electronically through third-party software and share the file with various departments, along with the full audit trail and document history.

Peta Buckley said, "Moving to M-Files has let Kavanagh pivot away from its reliance on paper-based processes, taking important steps toward a more sustainable and mobile business. Naturally, being able to access the system remotely has also helped our team easily retrieve information to provide customers with updates on the status of their order and documents on their projects."

"Originally, we implemented M-Files for its file management capabilities; however, we continued to maximise operational processes, extending from file management to complete status tracking across sales, estimating, production, and accounts departments. As we continue to leverage the benefits of a document management system, we also look forward to implementing more M-Files features across other areas of the business that could benefit from smoother and easier day-to-day operations."



"M-Files eliminates data silos, making it easy to collaborate within our departments and share documents and information more efficiently. Our employees also appreciate how M-Files lets them access customer information remotely, making it easier to discuss matters with customers onsite."

**Peta Buckley**  
Office Manager  
Kavanagh Industries





## The bottom line

- Increased productivity and work quality by storing information in a centralized on-premises location.
- Provided secure mobile access to information from any location within seconds.
- Helped employees track orders and manage workflow status, saving time, and enhancing customer response times and service levels.
- Maintained full control over quality and compliance, making it possible to track previous version history, and control access and file deletion.

## PARTNER



Storata is an Australian ICT consultancy firm and highly respected M-Files Certified Delivery Partner. Storata specializes in lean digital transformation of business systems and processes across the enterprise. Its aim is to provide clients with world-class products, solutions, and services using established and emerging technologies to solve mission-critical business issues.

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## WHY M-FILES?

M-Files is a global leader in information management. The M-Files metadata-driven document management platform enables knowledge workers to instantly find the right information in any context, automate business processes, and enforce information control. This provides businesses with a competitive advantage and substantial ROI as they deliver better customer experiences and higher-quality work with lower risk.

For more information, visit [m-files.com](http://m-files.com).

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The Smarter Way to Work.

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