

# SUCCESS STORY

Digital transformation for **efficient document management** at Ingenio Santos.



## About Ingenio Santos

**Ingenio Santos emerged from the acquisition of four sugar mills** from the government, consolidating its family tradition of leadership in the food industry, which began with Gamesa. Renowned for its excellence and social responsibility, the company creates sustainable value through continuous improvement and talent development. Ingenio Santos also financially supports sugarcane suppliers across its six mills, strengthening the supply chain and fostering growth within the industry.



## Initial Situation

### Challenges in Document Management and Its Transformation at Ingenio Santos

Ingenio Santos faced **significant document management challenges** across its six mills. Physical files were scattered, making audits and inspections cumbersome due to manual searches and the need for transportation of documents. Additionally, Crédito Cañero files lacked updates, often containing outdated documents such as expired IDs and old proof of address. The absence of a shared cloud-based platform further complicated access to critical information. To address these issues, **Laserfiche Cloud** was implemented to centralize all documents, enabling immediate access and streamlining audit processes. Although there was initial resistance to change, training sessions conducted by Expert Data facilitated a smooth transition to this modern solution.

# Results Achieved

We achieved **85% compliance** in file integrity



## Centralization and Immediate Access

Crédito Cañero files are now centralized in **Laserfiche**, a secure digital repository accessible from anywhere, eliminating the need for physical transportation.



## Time and Resource Savings

The document retrieval process has been streamlined, reducing the time spent on manual searches for files.



## Compliance and Document Updates

The files have been updated and efficiently organized, achieving better structure and control of information through both internal and public forms.



## Optimization of the Audit Process

The response time for audits has improved, allowing for quicker and more efficient reviews due to direct access to digital files.





## Challenges | Centralizing Information

**Ingenio Santos** faced document management challenges, such as scattered information across its mills and the lack of a centralized platform. The following were the key areas of opportunity:

**Scattered Information:** Physical files were distributed across different mills, making access and audits difficult.

**Limited Access:** Without a centralized platform, document retrieval required physical transportation to access the necessary files.

**Outdated Files:** Many documents, such as IDs and proof of address, were outdated and needed to be updated.



**Lack of Shared Platform:** Information was only available in physical format, making remote access difficult and slowing down audit processes.

**Inefficient Supervisions:** The absence of a centralized system delayed audits and complicated document reviews.



## Objective | Achieving Efficient Automation and Compliance

In response to these challenges, the following objectives were established for the **digital transformation** of the project:

- **Implement a document digitization process**, enabling remote viewing for audits across multiple branches nationwide.
- **Establish a centralized repository** to ensure constant availability and updating of information from each mill.
- **Reduce paper usage** by digitizing documents such as account statements, receipts, proof of address, and official IDs, moving towards a "paperless" model.
- **Efficiently identify complete files** and those with missing documentation.
- **Ensure traceability** and control of regulatory compliance across all processes related to sugarcane credit files.

## Making It Possible with Laserfiche®

Laserfiche played a crucial role in digitizing and managing Crédito cañero files. Its platform enabled the creation of custom forms, the structuring of metadata, and the centralization of documents in a secure repository. Thanks to its tools, both internal and public portals were created to capture and access information in real time, ensuring control and accessibility. This approach optimized processes and guaranteed traceability of the files, driving the efficiency of the project.

**Laserfiche®**

# Benefits Achieved

The implementation of Laserfiche® provided Ingenio Santos with numerous benefits:

**6**

**Weekly Hours  
Saved on  
Document Search**

**85%**

**File  
Compliance**

**15%**

**Less Paper  
Usage**

**Efficient**

**Document  
Review**

**Savings** on  
**Transportation  
Costs**

**24/7**

**Access to  
Files**