



Case Study: Mico Cooling Corp

About Mico Cooling Corp.:

Mico Cooling Corp. is a New York State Woman-Owned Business specializing in commercial heating, air conditioning, refrigeration, and kitchen cookline services. Mico has been servicing the New York and surrounding areas for over 30 years.



Industry:
Heating & Cooling



Headcount:
10 Office / 40 Techs



Headquarters:
Orangeburg, New York



Client:
Steffen Riise
Chief Operations Officer

The Scenario

Mico has been an Atlantic customer for over 30 years for copier and hardware services. Over the years, as their business grew, Steffen and his team realized that they depended too much on paper-based processes. In March 2020, the Mico team realized that their current document management strategy wasn't going to cut it.

The Challenge

From driving around collecting paper-based tickets and invoices to struggling with mistakes and inaccuracies, Mico has faced their fair share of paper-based problems. As their business continued to grow and expand into different markets, Steffen and his team felt overwhelmed by the amount of paper they were handling on a daily basis. After attempting to implement Dropbox to organize their documents, only for it to cause more of a headache, Steffen and his team realized it was time to invest in a better option.

- 1 Invoices took 5+ weeks to be billed, drastically impacting the available cash flow for the business.
- 2 Time-consuming, lengthy, and error-prone paper-based processes.
- 3 Traditional hardcopy documents were difficult to locate, share, and update.

The Solution

After talking to Steffen and his team, we knew they would be a perfect fit for DocuWare Document Management and Workflow Automation. After a demonstration of the software, the Mico team saw the potential it had. The Atlantic team put together workflows, charts, and explained best practices about how Mico could take advantage of everything DocuWare has to offer.

- Implement DocuWare Document Management and Workflow Automation to streamline AP/AR and digitize documents.
- Create custom workflows and add additional applications based on the challenges Mico expressed in the client onboarding process.
- Educate and train the Mico team on how to properly leverage DocuWare, providing support every step of the way.



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Atlantic did a really great job listening to what I needed, and now everything can be done in a really seamless way. Everyone starts their day working in DocuWare. I kick myself for not getting started 10 years ago!

-Steffen Riise

Business Impact

By working with the Atlantic, Tomorrow's Office team to solve Mico's document management challenges, the following was achieved:

- **Saving 20 hours per week** by switching to Docuware Document Management.
- Invoice processing has gone from over **5 weeks to 5 days** or less.
- **Increase staff productivity** ensuring the Mico team is not stuck constantly scanning paper-based documents, excessively printing, and reducing mistakes that are often associated with human and paper-based processes.



It eliminated errors, there's no more miskeying an invoice amount. It shows us everything we need and filters out everything we don't need. It gives you everything you need, when you need it.

-Steffen Riise
Chief Operations Officer

Atlantic

About Atlantic, Tomorrow's Office

Atlantic is an award-winning office technology and IT solutions company providing Imaging Products, IT Support, Document Management, Cybersecurity and Managed Services to small and large companies in the New York City metropolitan area, and the Greater Philadelphia and Delaware Valley.

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