



90%

Faster document
processing

\$10-15,000

labor savings
per project

65%

more volume processed
without new headcount



Case Study Summary:

Challenge:

To add automation and AI to speed internal processes and meet evolving customer needs

Solution:

Sys.tm®

Results:

Faster project delivery and more flexible, affordable automation and AI for customers

MOEbiz Enhances Efficiency with Automation and AI from Sys.tm®

Introduction

Since 1923, MOEbiz has helped customers throughout Louisiana and 12 other states to operate efficiently. Customer needs have changed over the decades, so MOEbiz has adjusted their offerings to bring innovation and top performance for clients.

As the world now moves rapidly into automation and Artificial Intelligence (AI), they use Sys.tm to drive internal efficiencies and to offer the most flexible, innovative technologies to help their customers streamline business and maximize success. Sys.tm has improved project turnaround so they deliver results to clients quickly and they're closing new deals as well.

The Situation

MOEbiz is a family-owned business that began as Monroe Office Equipment in 1923. Serving customers for more than 100 years means they have evolved through the decades, including office equipment sales, office furniture and supplies, IT services, and records management. MOEbiz is known for their commitment to treating their customers well by having the smartest technologies

available and promptly solving problems. They specialize in automating paper-heavy workflows, converting legacy records to accessible digital archives, speeding approval processes, and bringing efficiency to invoice processing. The company serves a wide range of clients, including government, retirement facilities, schools, behavioral health and nonprofits, and industrial service organizations.

Historically, their internal projects relied heavily on manual scanning and indexing. Staff would receive documents through email, FTP, or physical records pickup and then manually scan and categorize them. The metadata used by customers to locate digital records would be hand-keyed into the records systems before making the files available to customers.

As volumes increased, several operational challenges emerged. The most significant issue was manual indexing variability, where staff had to manually locate key fields in inconsistent document formats across industries and clients. This slowed project processing and delayed

information delivery to their customers. In their quest to deliver the best results for customers, MOEBiz knew they needed a better technology foundation for their internal operations.

Another challenge was scalability. MOEBiz was growing its recurring scanning revenue, which represents approximately 20% of total company revenue. However, they lacked a consistent way to process increasing volumes without adding staff, which increased expenses. They wanted to grow scanning volumes without adding headcount.

The Solution

As today's customers demand more automation and faster access to structured data, MOEBiz decided to look at AI and how it might help them scan and process documents more quickly and support the transition to automation for their customers.

MOEBiz selected Sys.tm after testing multiple products that lacked the flexibility they needed for document processing. Sys.tm could process highly variable invoice formats, legacy records, and mixed document sets without the lengthy manual setup the other products required. It also worked easily inside their existing PaperVision® Capture workflow, enhancing it with AI-enabled document and data recognition to automatically create metadata for all their clients. The files and data are delivered to clients via PaperVision® Enterprise, where workflow rules route documents for approval, verification, and exception handling. When needed, the metadata can also be sent directly to other applications to eliminate manual data entry across the customer's business.

Training was minimal because staff continued using their existing workflows with a simple shift in responsibility—from manual data entry to validation and spot-checking. Rather than spending hours indexing documents, employees now verify extracted fields and approve outputs before files are delivered to customers.

Recognized Benefits

MOEBiz is delighted with the changes



"Sys.tm® has saved 90% of time previously devoted to indexing. It allows our team to focus on throughput and quality instead of manual data entry. But for us, AI isn't just about using new technology internally. It's about solving real problems for customers, like speeding up approvals and making documents easier to find."

- Chap Breard, Owner, MOEBiz

Sys.tm has brought to their internal processes and for their customers. The automatic creation of metadata means they deliver more accurate results more quickly to scanning customers, and Sys.tm's flexibility is enabling them to bid for more complex customer projects and compete more effectively for new business.

Using AI-powered Sys.tm® Intelligence to automatically recognize and extract metadata from scanned documents has reduced indexing time by 90%. Staff who previously spent hours locating fields, keying data, and reviewing unstructured files now primarily focus on validation and exception handling. This has increased throughput by about 65% without increasing headcount. Customers get faster conversion of records into searchable digital files.

In accounts payable automation workflows, MOEBiz estimates annual labor savings of approximately \$10,000–\$15,000 per workflow, along with a 33% reduction in document processing costs overall. These savings come from reduced manual data entry, fewer correction cycles, lower indexing labor requirements, and the ability to maintain the same staffing levels while processing higher document volumes.

Early client projects are seeing fast improvements. Their first implementation of Sys.tm involved automatically extracting invoice data for a customer accounts payable workflow, processing approximately 300 invoices per month. The rollout later expanded into additional production environments and one-time backfile conversion projects, including a 64-box legacy scanning

project that included service documents, sales files, and operational records with no consistent structure. These projects would previously have required extensive manual effort but now operate almost entirely automatically thanks to Sys.tm.

Ultimately, Sys.tm is another step in the company's customer-focused evolution from office equipment provider to technology partner. Giving customers access to AI-powered automation helps them work faster and adapt to changing needs. As a more flexible platform Sys.tm sets MOEBiz up for taking on new work without slowing down.

Conclusion

Sys.tm is a foundational component of MOEBiz's document processing strategy, enabling the company to scale its records management and accounts payable services without increases in labor. By embedding AI-driven extraction into its workflows, the company has improved efficiency across projects.

Looking forward, MOEBiz plans to expand Sys.tm usage into additional high-volume workflows, including automotive deal processing and ongoing client scanning operations. The company views AI automation as a key driver for improving margins and increasing competitiveness. It also supports future growth without increasing operational complexity.

"We've evolved from being just an office equipment company into a technology partner that helps businesses manage information and processes more efficiently. Sys.tm is the foundation of that evolution,"

