

Schenck Business Solutions

Schenck Business Solutions is a full-service regional accounting and consulting firm. Schenck has over 500 employees that serve businesses and individual clients through 9 locations in Wisconsin.

It is one of the largest Wisconsin-based CPA firms and one of the 40 largest in the U.S.

iChannel helps Schenck Business Solutions Increase Productivity

Industry	Accounting and Consulting
Issue	Document Management
Solution	iChannel Document Management
Result	Established a flexible system which was easily integrated with existing software resulting in increased employee productivity.



Schenck Business Solutions started looking at document management solutions in 2004 with various vendors including CCH's ProFx Document, Thompson's GoFileRoom, Microsoft's SharePoint and others.

"From a technology standpoint iChannel is based on standard technologies like Microsoft SQL Server, Microsoft's Internet Information Service (IIS), and Windows Server 2003. This made it easy to integrate into our existing infrastructure. We talked with several other consultants and firms and calculated the average implementation of a document management system would take between 3 to 4 weeks for a company our size of around 600 employees spread across 9 offices. Most companies are shocked to hear we implemented iChannel in 5 business days with end user training and using the system in less than 15 business days. It was amazing to see end users adding new files within days of putting in the new system," [Aaron A. LaBeau, Software Analyst/DBA/ISS.](#)

"With iChannel, the backend file system is a standard windows file structure that mirrored our existing file structure. Some vendors we looked at would change the way files are stored on the server with a complex database backend which would have made integrating the product with our existing infrastructure a nightmare.

At our firm we would regularly experienced the pain of having a standard Windows file server. I describe pain as spending 45 minutes trying to tracking down where an end user accidentally moved a group of client file and folders to. With iChannel, the days of moving files or accidentally deleting files are gone. Our end users love ease of setting up security in iChannel, which allows us to lock down sensitive client data so that only a small subset of end users can access it.



Schenck provides a full range of services including accounting and audit, tax, corporate finance, business consulting, information technology, payroll preparation, retirement planning, and investment management and advice for today's business, government and personal challenges.

In addition, Schenck Business Solutions is an independent firm associated with AGN International Ltd., which is a worldwide association of accounting and consulting firms.

iChannel's support for standard naming conventions and document retention policies allowed us to put in business logic into our file structure without complex end user interaction. Users simply add files and iChannel takes care of all the work of making sure naming conventions and retention policies are followed.

Conarc takes end user productivity serious and is constantly pushing the product to make our staff more productive. New and exciting features such as the iChannel Desktop Engine allows our staff a quick and easy way to get and retrieve information from iChannel through an easy to use intuitive interface.

The support staff at Conarc is top notch. Upgrades are planned around a flexible time table that works for your normal business operation. This was refreshing given half the vendors in the accounting industry are sending out last minute updates and bug fixes in late December into early January which require taking these critical systems down. Support is flexible with full email, phone, and web support available. I've never called and couldn't get someone to answer my questions in a quick and timely manner.

The team at iChannel has provided us 1st class support on integrating iChannel with several other products we have in house, which in turn is making our staff significantly more productive. The flexible SQL Server backend and database design made it easy for Conarc to provide us integration into other enterprise level applications spanning from our HR system to our Billing system. iChannel's flexibility allowed us to integrate several workflow processes including the addition of files into iChannel after our scan process, adding new clients, and adding new employees through automated processes. ”

“After evaluating DMS vendors for over 2 years, we chose Conarc's iChannel. iChannel provides us with an incredible level of flexibility and openness not found in other products. We were able to easily & quickly integrate iChannel into our existing ecosystem of enterprise applications and we are now well on our way to providing Schenck's end-users with a true Content Management System,” James S. Tarala, CIO/CTO.

iChannel is a product for Enterprise content management with a focus on helping managing a client relationship. Conarc, Inc. was founded in 1997, based in Atlanta and is privately held.