

# TOSHIBA



## Shifting gears to digital provides secure streamlined operations.

West Herr Automotive Group is one of New York's most respected and customer-focused automotive organizations. With a long standing reputation for integrity, excellence, and community involvement, West Herr is committed to delivering exceptional service supported by innovative operational practices. Their culture emphasizes individual pride, company spirit, and a continuous effort to improve the work environment for both employees and customers.

With dozens of dealerships and a rapidly growing network, West Herr maintains an unwavering focus on efficiency and customer trust. As their teams handle sensitive financial information daily, the organization recognized the need to modernize its document management process to better support its Finance department and enhance security across locations.

**Customer:** West Herr  
Automotive Group  
**Country:** USA  
**Industry:** Automotive



## EQUIPPING WEST HERR WITH THE SPEED AND SECURITY NEEDED TO SUPPORT A GROWING ORGANIZATION

### Challenge

West Herr relied heavily on a manual, paper based system for maintaining accounting records, including check documentation stored in physical file cabinets. This approach created significant challenges around speed, accuracy, consistency, security, and accessibility—particularly for a finance team of 100 employees spread throughout numerous dealership locations.

The organization needed a secure, cloud-enabled solution to scan, store, and retrieve documents containing confidential personal financial information, while reducing dependence on physical storage and minimizing the risk associated with manual document handling.



### Solution

West Herr partnered with Toshiba to deploy an Office Workflow Automation solution designed to streamline and secure their document management process. The solution enabled the finance team to scan checks and link them directly to corresponding records, eliminating the inefficiencies of manual storage. A stand-alone network scanner provided a secure on ramp to the cloud, meeting the department's stringent connectivity and security requirements while operating as a shared resource accessible to the entire team.

With the new system in place, employees were able to scan checks and documents quickly and securely, and all 100 finance team members gained seamless access to digitized records across locations.



### Results

Key outcomes include:

**Document Management:** Faster, more flexible document search and retrieval

**Enhanced Security:** Secure cloud based storage for sensitive financial information

**Seamless Integration:** Scanner hardware integrates natively into existing environment

**Increased Efficiencies:** Easy to use platform for scanning, storing, and retrieving documents

To learn more about Office Workflow Automation, please [contact us](#).

**“Toshiba eliminated our paper files and gave us instant digital access to documents. The added security gives us complete confidence that our sensitive financial information is protected.”**

**– John Balus, Controller for West Herr Automotive Group**