



125,000

pages of records
securely accessible

Up to

70,000

annual purchase records simply
compiled and converted to
member rebates

75%

reduction in invoice
processing time



Case Study Summary:

Challenge:

Securely managing more than 100,000 records and streamlining accounts payable processes

Solution:

Sys.tm®

Results:

Secure records management and automation shorten approval times and free executives for higher value work

IBPI Upgrades to Sys.tm® To Boost Operating Efficiency

Introduction

From their founding more than 35 years ago, IBPI has streamlined buying for their members, including everything from software and business services to office technology, car rentals, web design, and more. As the association grew, Executive Director Mark Grice knew a shift to information management and automation technologies would speed business processes and improve data security. With a lean staff of three, they depend on secure remote access and efficient processes.

After using Digitech Systems products to digitize their records in 2022, IBPI saw significant improvements, so in 2025, they implemented the automation and Artificial Intelligence (AI) in Sys.tm for further gains. IBPI now delivers quarterly statements and rebates more quickly to members and vendor partners while improving invoice processing and accessibility for their staff.

The Situation

In 1987, 51 office equipment dealers came together to form International Business

Products Inc. (IBPI) when they recognized the need for more buying power. “The trend represented an opportunity for growth,” says Grice. The companies came together to negotiate a group buy for a better deal. Today, IBPI has grown from this simple beginning to include more than 500 members throughout North America and more than 40 vendor partners.

As the largest buying group in the office technology industry, IBPI negotiates discounts with manufacturers and service providers by combining the buying power of their membership. Through IBPI’s efforts, their members receive preferred pricing and rebates on purchases. In addition, the IBPI attorney reviews contracts, so member companies can feel assured they receive fair contracts with IBPI Preferred Partners.

With more than 35 years of records, IBPI faced a daunting challenge. In addition to their own business records, every quarter each vendor partner submits information about their purchases from any of the

members, which could total as many as 17,500 data points that need to be consolidated and carefully tracked to calculate rebates. Like many companies, IBPI managed AP records and invoices primarily through email. Approvals moved back and forth between inboxes, creating delays and confusion, slowing approvals.

The Solution

IBPI was already aware of Digitech Systems, as their PaperVision®, PaperFlow™, and ImageSilo® technologies make them an ideal vendor partner for IBPI members who are helping their customers make the transformation to digital records and automation. Grice negotiated a special deal in exchange for access to the technologies for IBPI. He said, “it was natural for us to work with a company we already knew and trusted, and the price couldn’t be beat!”

After digitizing more than 125,000 pages of records in 2022, Grice saw improvements in fast, secure access for his remote staff and IBPI sped rebate processing. When Digitech Systems released Sys.tm, the world’s first composable information management platform, he knew they could extend the benefits even further.

Today, they use Sys.tm to securely manage and access their business records from any location and to automate invoice processing, improving transparency and efficiency. Sys.tm’s unique flexibility enabled them to customize workflows, projects, and even dashboards to exactly suit the needs of their executive team, and training took less than one hour. They also leverage the AI service, Sys.tm® Intelligence, to recognize documents and extract important information automatically, streamlining processes and improving data accuracy.

Recognized Benefits

Sys.tm has delivered both secure information access and automation to IBPI resulting in efficiency and financial gains.



“Sys.tm® has made our processes incredibly efficient. Thanks to Sys.tm’s automation and AI, we can review, approve, and retrieve documents from anywhere, and what used to take days now takes minutes. Sys.tm has allowed us to focus more on our members and less on administration.”

- Mark Grice, Executive Director, IBPI

Secure access from any location to current and historical records improves collaboration between remote workers and keeps work progressing. The intuitive, folder-based interface mirrors a traditional file system, making it easy for users to navigate documents without relying on search. AI-enabled data extraction virtually eliminates manual data entry and ensures data is accurate, so records can be searched when needed. Role-based dashboards give each user visibility into the information they need, including documents awaiting approval and other process steps, improving clarity and accountability.

“Sys.tm has allowed us to reclaim time from administrative work so we can focus on delivering more value to our members and vendor partners,” stated Grice.

Sys.tm® Flows helps IBPI to automate various business processes, including invoice approvals to streamline AP. This automated routing moves records through business processes and automatically executes certain steps, making every process and worker more efficient.

For example, Sys.tm Flows delivers AP efficiencies by replacing email-based document handling with automated workflows. Invoices and expense reports, typically received as PDFs or Excel files, are uploaded into Sys.tm. Intelligent Document Processing (IDP) through Sys.tm Intelligence uses AI to recognize and extract key information such as vendor names, invoice dates, and amounts, automatically, reducing manual data entry and minimizing

errors. Approval workflows are now centralized and predictable. Documents are routed directly to Grice for review, allowing him to approve all monthly payables in a single session. What once required days of email exchanges and follow-ups now takes approximately 15 minutes per month. Administrative processing time has been reduced from half a day to under an hour, significantly improving productivity and responsiveness. Automation saves approximately 357 hours annually, translating to about \$8,925 in labor cost savings.¹

Beyond operational efficiencies, Sys.tm has given IBPI greater confidence and control. With document management no longer a bottleneck, IBPI’s small, distributed team delivers work more smoothly and accurately than ever.

Conclusion

Six months after implementation, IBPI reports that Sys.tm is delivering benefits. The platform has become a seamless part of daily operations, delivering simplicity and efficiency for a fully remote organization supporting hundreds of members. Streamlined workflows allow IBPI’s leadership to focus on higher-value activities that drive strategic growth, such as engaging members and managing vendor partners.

By using Sys.tm internally, IBPI not only optimizes its own operations but also confidently recommends Digitech Systems’ products to its members, serving as an ideal partner for helping companies gain the benefits of digitization, AI, and automation.

¹ <https://www.bls.gov/oes/2023/may/oes434199.htm>

