

Replacing Manual Processes with Multi-Faceted Solutions



Dover Corporation, a multinational, multi-billion dollar manufacturer of specialized industrial products and equipment, maintains operations throughout the world, employing more than 34,000 people. To help ensure that the company wouldn't run afoul of U.S. export laws, Dover had to screen its vendors, customers, and employees against mandatory government lists of Denied Parties—a time-consuming task that was a constant source of stress for the organization.

“We use Descartes Visual Compliance™ on a daily basis to stay compliant with the government's rules and regulations, and to make sure we're not dealing with parties we shouldn't be. I can't think of any way that they could have done better in helping us achieve what we wanted. As we moved forward, we knew we had made the right decision.”

Bonnie Nagel

Shipping Supervisor, Dover Corporation

Company Profile

Dover Corporation
Manufacturing

Descartes Solution

Descartes Visual Compliance™

About the Client

Dover Corporation is a leading manufacturer of specialized industrial products and equipment. A Fortune 500 company headquartered in Illinois, Dover manufactures products primarily for the communications, energy, engineered systems, and printing & identification industries.

Quick Overview**Challenge**

Replacing a Time-Consuming Process

Solution

Multi-faceted Screening Relieves Stress

Results

- A Time-Saving Solution
- Increased Productivity
- Risk Mitigation
- An International Solution

Challenge: Replacing a Time-Consuming Process

All Dover transactions were being processed manually, using a free database system. Shipping Supervisor Bonnie Nagel quickly saw how inefficient and wasteful this was. Aside from the excessive time it took to screen this way, the daily updates to government-maintained watch lists meant that whenever a new export transaction took place, the screening process had to be repeated, one-by-one for every individual name, even for clients with whom the company had been dealing for years.

Dover could not afford any more squandering of time and resources by individually screening and re-screening the same parties over and over again.

Solution: Multi-faceted Screening Relieves Stress

With its company-wide subscription to Descartes Visual Compliance™ Online Restricted Party Screening, Dover Corporation can provide access to any employee, so, without delay, anyone from any location can check names against all the lists Dover has chosen to screen against. Additionally, with Descartes Visual Compliance Batch Screening, Dover can submit a single file containing thousands of names for screening, and receive details on possible hits.

Dover also integrated Descartes Visual Compliance with its existing business systems, allowing the company to set up customer screening at any point during the order process, screening entries when they come in, before they are shipped, or at any point in the sales and fulfillment process the company chooses. Multiple searches can occur simultaneously, so the order system never stalls during screening, and results can be returned instantly. Cleared orders go through, and any flagged orders are suspended, deploying an alert, and waiting for an authorized compliance person to decide how it should be resolved. Despite the differing types of systems throughout the various Dover companies, Descartes Visual Compliance provides a consistent screening process.

Dover chose Descartes Visual Compliance because our specialists took the time to work with Dover's IT department, remaining in constant communication to help ensure that all the company's needs were satisfied, and that the automation of the company's system was implemented quickly. Comprehensive training helped Dover employees across the globe learn the ins-and-outs of the solution's various features and functions. Plus, Descartes Visual Compliance customer service department stayed in touch to answer questions and resolve any concerns.

Screening is no longer a stressful process for Dover. Descartes Visual Compliance lets the company screen thousands of names quickly and easily, achieving export compliance with just a few keystrokes.

Results:



A Time-Saving Solution

Implementing multiple Descartes Visual Compliance solutions across the organization has helped Dover Corporation save time, increase consistency, and improve efficiencies.



Increased Productivity

The investment Dover Corporation made in Descartes Visual Compliance solutions has helped save money by reducing employee time spent screening, reduced the need to repeat previously completed screenings, and improved profitability by increasing productivity.



Risk Mitigation

To help reduce the company's risk of a compliance violation, the Descartes Visual Compliance solutions that are part of Dover Corporation's subscription alert the compliance department of potential violations right away.



An International Solution

As a web-based solution, the solutions used by Dover Corporation are accessible from virtually anywhere with an internet connection. This has helped the multi-national company achieve consistent compliance processes across the organization, regardless of geographic location.