

CASE STUDY

Johnson Barrow

How Johnson Barrow Saves Time Through Process Automation

With 50 years of innovation, Johnson Barrow has evolved into one of the most established and respected HVAC representative organizations in the Pacific Northwest.



INDUSTRY

HVAC Representative

LOCATION

Pacific Northwest

WEBSITE

jbarrow.com



About Johnson Barrow

[Johnson Barrow](#), an esteemed HVAC representative in the Pacific Northwest, has been a pillar in the industry for over 50 years. Renowned for their expertise and reliability, they represent more than 40 leading HVAC manufacturers. Their comprehensive range of products and services spans Seattle, Spokane, Oregon, Boise, and British Columbia, encompassing everything from HVAC systems to parts and supplies.

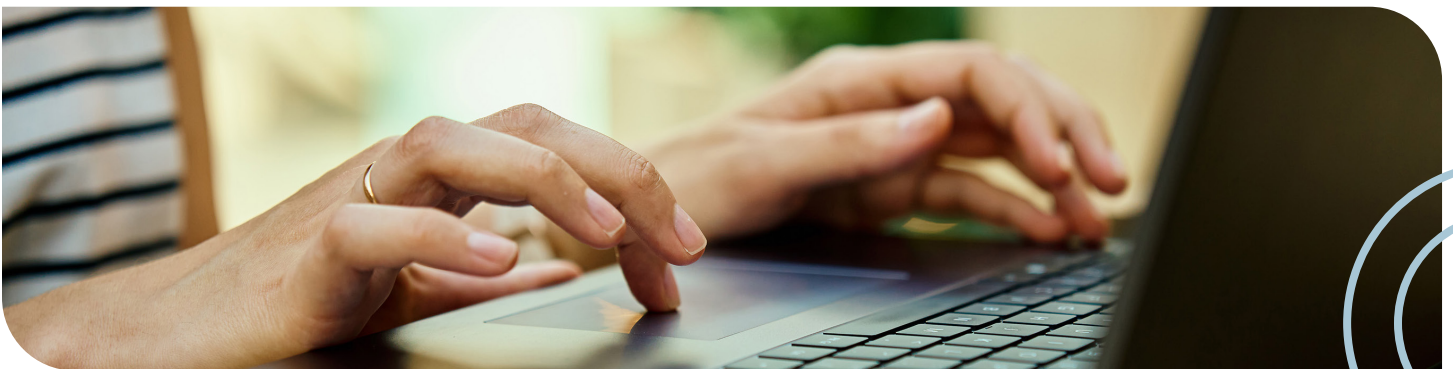
Nearly three years ago, Johnson Barrow transitioned to using Paperwise on an employee's recommendation who had positive prior experience with the platform. Currently, they have 17 users with full access, 15 approvers, and additional users benefiting from the system.



Problems Solved by Symphony

Paperwise has significantly streamlined Johnson Barrow's operations, particularly in organizing and searching invoices. Previously dependent on physical paper sheets, the company now enjoys the efficiency of digital searches within the system, eliminating the arduous task of manual paper handling.

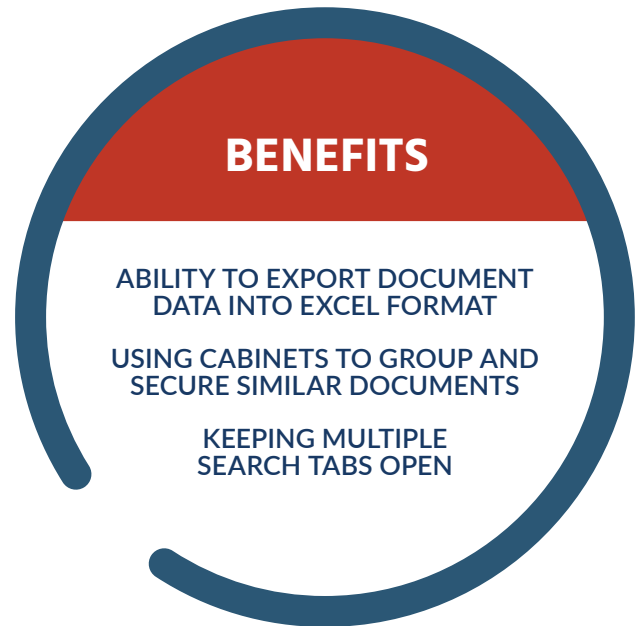
On a day-to-day basis, Symphony is integral to storing, searching, paying, and approving invoices, as well as data review. This transition from their previous solution, Query by Paperwise, was driven by Symphony's web-based nature, allowing for remote work and ease of use. Moreover, Symphony's multi-tab functionality allows multiple searches simultaneously, while the keyboard navigation in Symphony simplifies tasks that require additional effort in Paperwise's Query solution.



Benefits Realized with Paperwise & Symphony

Symphony has proven itself a time-saver for Johnson Barrow, thanks to features like exporting document data into Excel format, multiple simultaneous search capability, and keeping multiple cabinets open. These functionalities streamline their workflow, making it easier to handle large volumes of invoices and data efficiently.

The relationship between Johnson Barrow and the Paperwise team is strong, with Johnson Barrow emphasizing responsive support that promptly addresses any issues. This strong collaboration underscores the utility of Paperwise across industries, as every business needs to manage and pay invoices effectively.



Does Johnson Barrow Recommend Paperwise?

Johnson Barrow recommends Paperwise to businesses across all industries for its practical functionality, particularly with regard to invoice handling. They appreciate the platform's straightforwardness, which avoids unnecessary complications. Overall, Johnson Barrow is very satisfied with Paperwise, particularly valuing the immediate issue resolution and friendly support team.

Explore the Value of Paperwise

[SCHEDULE A DEMO](#)