

# Document Management Case Study



**Borehamwood  
& District**

## **Summary**

Home-Start Borehamwood wanted to move into the newly built Borehamwood & Elstree Children's Centre (BECC) so they could co-locate with other similar organisations and make use of their facilities.

## **About the client**

Home-Start is an organisation that provides support for parents who for various reasons, such as illness or social isolation, are struggling to cope with a child under the age of 5. It has over 300 schemes and 15,000 trained volunteer parents that cover the UK and forces families abroad. The Borehamwood office is a registered charity funded by Hertfordshire County Council and the PCT.

## **The Problem**

The new office was smaller than the existing one and was not large enough to house the two desks and files used by the staff and volunteers. The files were housed in two full height cupboards and four filing cabinets.

## **The Solution**

File Stream Document Management was installed on three networked PCs, one of which is a laptop. A Kodak scanner is used to scan existing and new documents into the system. This allowed the files to be reduced such that the remainder could all fit into one full height cupboard and the office move could take place, "I couldn't go back to paper filing" says Administrator Eileen who carries out all the scanning and indexing of the files.

## **The Benefits**

- Less office space required as very few paper files are stored, which in turn means the office is less cluttered.
- The office move could take place which allowed Home-Start Borehamwood & District to take advantage of the BECC facilities.
- Filing of documents through scanning and indexing is much quicker and easier than manual filing.
- Document retrieval for users such as Bridget, the Senior Co-ordinator is much quicker than before as all documents are now held electronically and easily found using index values previously entered.
- A backup of all documents is now possible which can be kept off-site and mitigate the potential loss of data if a fire or flood was to occur.
- The documents are also held in encrypted format in File Stream Document Management, which is added protection in the event of theft.