



Cowell-Norford Estate Agents

Summary

This rapidly expanding Estate Agent was looking for a document management system to release space taken up by filing cabinets and desks for new staff, and to speed up retrieval of information.

About the client

Cowell-Norford have been established for 10 years and are the market leading estate agents in Rochdale. They also provide a mortgage broking service for other local estate agents.

The Problem

Government regulations require estate agents and mortgage brokers to retain all documentation concerning house purchases and mortgage transactions for 6 years. As Cowell-Norford has grown, the volume of paper files has expanded in proportion. Space was becoming short and the company was running out of space.

The Solution

The customer initially installed a 10 user FILEstream Document Management network system with a Kodak i40 scanner. All mortgage documents previously filed in paper

files are scanned in and indexed to FILEstream Document Management. The original documents are shredded. This has been so successful that Cowell-Norford has ordered three additional Kodak i40 scanners and extended the use of FILEstream Document Management to a further 15 users in the main Estate Agency.

The Benefits

The managing director of Cowell-Norford lists the following as the main benefits of installing FILEstream Document Management:-

- Considerable space has been saved because filing cabinets are no longer required to store paper files.
- Documents are retrieved more quickly and with more accuracy which saves staff time.
- Documents are no longer lost or on someone's desk when needed.
- Documents can be sent to customers quickly which creates a good impression to customers and saves staff time.
- More than one person can view the same document at the same time.