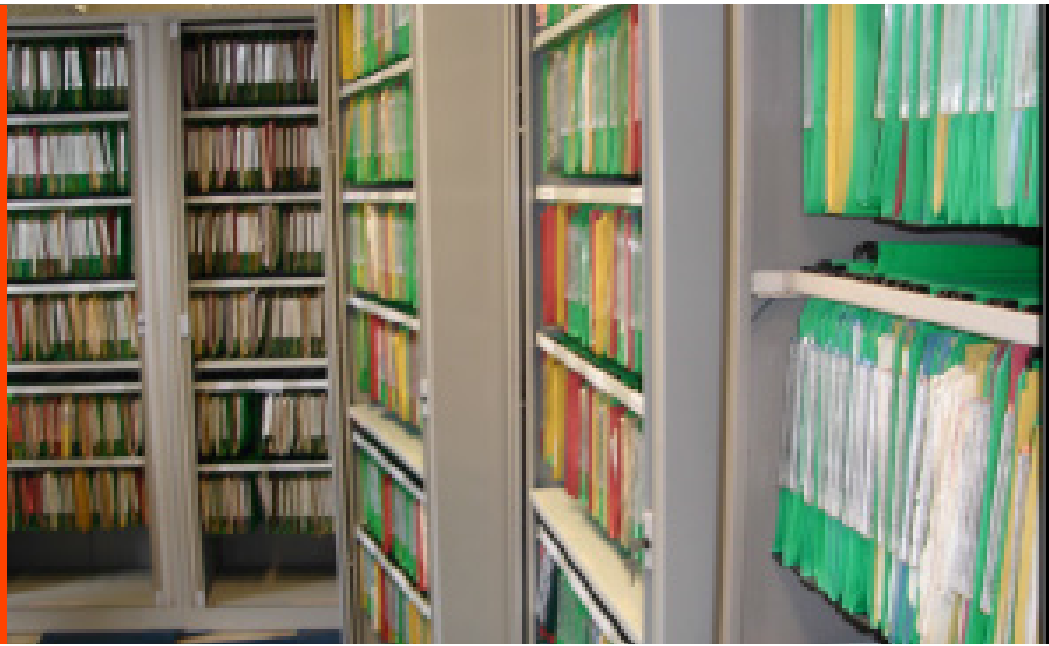


## Council saves millions with improved document management



### Challenge

Keep records fully accessible but reduce handling and storage.

### Results

£7 Million saved to date ongoing saving of £200,000 per annum.

### Solution

Council Document Management (CDM) software created an accessible electronic repository for documents and records.

### Method

Neopost worked with client's overall plan to introduce an effective solution.

The London Borough of Hackney is a London borough located in North East London that serves a population of over 200,000 providing its wide diversity of constituents with hundreds of essential services.

### The challenge

Providing so many services inevitably leads to the production of significant volumes of paper documents and electronic information. The need for ready access to these documents in combination with the long term storage, preservation and secure management of records, was becoming increasingly problematic. With the increasing cost of real estate it was becoming impractical to maintain the space required to store physical documents, and so Hackney decided that the time had come to tackle its disparate information silos which were situated across multiple locations.

In addition to the cost implications of storing significant volumes of physical documents, complications in accessing the information were also being experienced which directly impacted on Hackney's ability to provide effective frontline services to its stakeholders. Storing physical documents, whilst maintaining the appropriate levels of access and security, was also becoming increasingly difficult to manage.

### The process

As part of an overall strategy to reduce physical document storage, Hackney looked to introduce a different approach to records management. Central to the project was the implementation of a solution called Council Document Management (CDM) software, creating an electronic repository for the council's documents and records.





CDM solution enables users to scan and convert both hard copy and electronic documents into electronic formats which can then be easily archived into a database

## The solution

This powerful CDM solution enables users to scan and convert both hard copy and electronic documents into electronic formats which can then be easily archived into a database. This software can recognise machine and hand printed words, barcodes and a variety of other information which provides highly accurate indexing and in turn makes it quick and simple to locate and retrieve archived documents when necessary. This CDM solution also provides the option to set security parameters for each document to ensure access is restricted where appropriate.

## Delivery and results

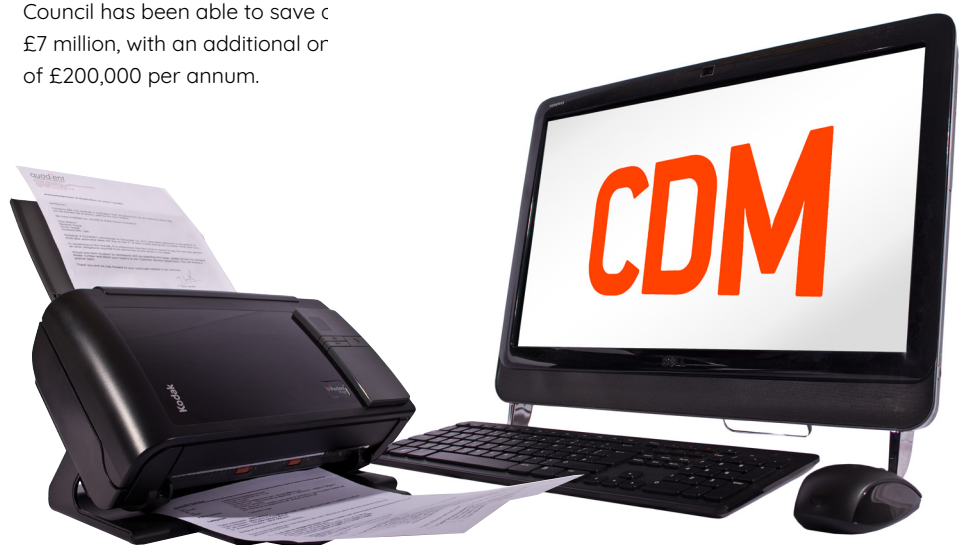
Having chosen a solution, Hackney began a council wide migration from physical documentation, with departments across the council utilising the CDM software to scan and capture documents for digital storage. By automating many existing manual processes the Council was able to deliver enhanced service and deal with customer queries more efficiently using less dedicated resource.

## Customer feedback

Since migrating to a digital document store a number of benefits have been observed by Hackney. Freedom of Information responses improved from 75% to 95% being responded to within deadlines, improving customer service, which in turn means the reputation of the Council is greatly increased.

Automation of key tasks has improved service delivery whilst using fewer resources, and saved approximately two minutes for each mail piece. Removing the labour intensive manual processes has also provided the opportunity to introduce new ways of working and staff time has been freed up for more productive tasks and resource redeployment. Best of all by negating the need for additional floor space within the Hackney Service Centre, the Council has been able to save c £7 million, with an additional or of £200,000 per annum.

By negating the need for additional floor space within the Hackney Service Centre, the Council has been able to save approximately £7 million, with an additional ongoing saving of £200,000 per annum



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