

Reading Borough Council has cut paper storage and is now saving £30,000 worth of office space, per year, by using Northgate's Electronic Document Management System. Productivity and efficiency are up, while the time taken to find files has been slashed.

Reading saves space and money with EDMS

CASE STUDY



The Council has already saved £30,000 worth of office space, per year.

Key Benefits

- Time taken to source documents has reduced by at least two thirds
- Time taken to find an invoice is down from 15 minutes to 1 minute
- £30,000 a year worth of office space freed up
- 250,000 documents a year scanned and imported into EDMS
- Flexible working facilitated.

Cost savings

Reading Borough Council introduced Northgate's Electronic Document Management System (EDMS) to cut costs by reducing the need for paper and file storage.

The system has also delivered a range of additional benefits, such as productivity improvements and better management of workloads and workflow. The EDMS system also has an important part to play in enabling more flexible working.

Northgate EDMS allows Local Authorities to capture, manage, store, deliver and share documents. The council implemented EDMS

by initially targeting those departments that would benefit the most. These included Revenues and Benefits and Housing (Management, Needs, Rents & Property Services).

Better ways of working

Claire Thompson, IT Project Manager, says: "One of the major objectives of the project was to free up office space. So naturally the areas that have a lot of paper files were targeted first."

"The Housing department were also going through a transformation project so they were a natural choice. EDMS seemed to fit well with the overall strategy there.

EDMS has since been introduced into the payroll and creditors teams. The council plans to roll it out to HR during 2009.

User friendly

"The project has been a great success," says Claire. "There were no problems during implementation and training has been very easy and straightforward. Staff find it very user-friendly."

"The council is already saving more than £30,000 a year on cupboard storage space in its offices - or the equivalent desk space for 12 employees."

"Let's make change work"

The Council now has better management of workloads and workflow, by using Northgate EDMS.

"The project has been a great success. No problems during implementation. Staff find it very user-friendly."

Claire Thompson
IT Project Manager
Reading Borough Council

Efficiency and productivity gains

A report into the effectiveness of the system at Reading concluded that the time taken to source documents has reduced by at least two thirds. Oracle Financial users can now locate an invoice in under a minute, whereas before it took around 15 minutes.

The workload on the post room has also been significantly reduced, with around 250,000 documents a year being scanned and imported into EDMS, rather than being dealt with as paper files.

Additional benefits identified include the ability to backup files and images, an improved audit trail, the ability for documents to be accessed by more than one person at a time, more secure storage, and the easier transfer of documents and sharing of information between staff.

Streamlined management

Claire says: "There are many benefits around managing staff workloads and workflow. Management find it a lot easier to know what people are doing and can get reports and information far more easily."

"They can assign tasks as necessary, at a glance, without having to go through someone's in-tray."

"Also, lost files used to be a major issue. Now the files are not lost, because they are kept on the system and it is simply a question of searching them by reference."

More flexible working

The council has recently launched a pilot into home working, and EDMS is a major enabler in this area.

"We are also trying to encourage more staff to work from satellite and remote offices rather than

coming into the city centre, said Claire. As we start to look at more flexible working, EDMS will have a big role to play."

CRM Integration

EDMS System Owner Sally Watkins says: "We have recently purchased Northgate EDMS web services to create a seamless link into our CRM system.

This will be an excellent addition to our current EDMS infrastructure, as it will enable our front line staff to view customer documentation without the need to open multiple systems.

We believe this will save time & negate the need for our Customer Services Agents to be trained on the Information@Work system."

Let's talk

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