

Case Study: Paperless Office

Client: Domino Engineering

Key Statistics

Number of Reports : 30,000

Results : 30 man hours per week saved

Domino is an engineering company who specialise in on-site engineering support to organisations with a wide range of electrical and electronic apparatus. They have a wide equipment **maintenance portfolio** and provide a one stop shop for all factory installed electrical equipment. Their engineers respond to thousands of call outs annually and after each repair the engineer completes a detailed report setting out the fault and whatever action taken to implement a repair.

These reports were stored in **twenty filing cabinets** (and growing!) and when a client called to discuss a job repair, firstly the query would be recorded on a log sheet then the actual paper report would be located in the filing cabinets. A return call to the client could then be made and the query discussed. The labour cost of this process was significant and inevitably the continuous handling of the paper led to degradation.

ndata assessed the situation and made recommendations to Domino about a suitable EDM system which would allow for instant access to images by entry of keyword information such as date of repair, client name or job number.

Documents were red **third part carbon copies** and the poor contrast on the originals presented a challenge to ensure images were easier to read. Colour images were produced which had a better contrast than the original paper documents. Simple software which ran on Domino's existing network was supplied for which no training was required and the system was ready to use within two weeks.

The reports were now at the finger tips of those who needed access to them meaning instant answers to telephone questions. All paper documents were confidentially destroyed releasing a significant amount of prime office space for other uses.

Similar Projects

- **Conveyancing files for Solicitors: 40,000 (2 million pages)**
- **Student Records For Local College: 65,000 records (350,000 pages)**