



TENDOCS AT THE WEST VALLEY CITY HOUSING AUTHORITY

The Challenge

West Valley City Housing Authority is very similar to a lot of housing authorities in the sense that their main office simply could not contain their entire document archive. West Valley was able to maintain a good portion of their files at their main office, but they had to rely on a garage unit in front of one of their developments to house their overflow. If a file was needed from the offsite garage, it could take up to 3 days before an employee would have access to the file depending on the urgency of the request. If the long turnaround time wasn't costly enough, the process often allowed for error resulting in some files being misplaced or lost. The housing authority had finally reached a point to where their lack of storage space was no longer just a nuisance; it was a major problem that had to be addressed.

In addition to the lack of adequate storage space, the security of the agency's files was limited. Filing cabinets were unlocked at the beginning of the day and not locked until the office closed for the day. Even though the agency had homeowner's insurance on the storage garage, it couldn't protect the files from a natural disaster or fire, leaving them vulnerable to a total loss in the case of an emergency. The lack of a disaster recovery plan troubled the agency and that factored heavily into their search for a new document archive/management system.

KEY RESULTS

- All files stored in one location
- Quick and easy file retrieval
- Off-site server (housed at Tenmast) now provides maintenance of files in the case of a natural disaster or fire
- Program is easy to use
- Expecting paper reductions of up to 50%

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The Role of TenDocs

West Valley ultimately chose TenDocs because it allowed them to keep offsite copies of their files on Tenmast's secure servers to provide them protection in the case of a natural disaster or fire. While most clients host their TenDocs server locally and Tenmast runs its Remote Data Backup Service nightly to protect the data in the case of an emergency, West Valley's City Office had concerns with bringing another server into their network environment and the situation called for a slightly different solution. To accommodate the demands of the City Office, Tenmast offered to host West Valley's WinTen2 and TenDocs servers remotely from the Lexington, KY office. This not only solved the server concerns with the city, it freed up valuable time for IT Manager Cheryl Syme, because she no longer had to worry about the maintenance and upkeep of their WinTen2 or TenDocs server, all while shifting copies of their files offsite to ensure the documents safety.

Cheryl describes the best part of the program as its simplicity and ease of use. "It is easy" Cheryl says. She appreciates that the program doesn't require a vast background in computers to be able to use it, "You don't have to be a rocket scientist." The agency has experienced tremendous successes with TenDocs and has found the implementation of the system, "very easy." West Valley realizes that the smooth transition was made possible largely in part due to the "excellent" training they received from Tenmast.

Once implemented, TenDocs quickly helped West Valley reclaim their storage garage and many portions of their office that they thought was forever lost to filing cabinets. They're currently in the process of trying to sell the public housing development the garage was attached to, and it would have been much tougher to market without the clearing of the garage. The property is much more attractive now with a full garage to complement it.

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The garage isn't the only building that has seen an upgrade though. The agency has been able to remove many of the filing cabinets that were previously cluttering the main office. West Valley is currently using TenDocs to manage their tenant files and invoices. In addition to all the standard housing documents (birth certificates, social security cards, leases, etc.) they also scan in envelopes and notices that pertain to other areas of the housing authority to help reduce their work load, as well. Syme easily sees the monetary benefit of the program, "Money is time." And there is no doubt that TenDocs has saved the office time; employees no longer have 3 day turnaround times waiting for important information to be retrieved from an off-site garage. The files are never more than a mouse click away and once retrieved they can view the document on their computer, reproduce a hard copy or even email a copy to any of their contacts quickly and easily. Cheryl estimates that the agency saves, on average, 50 labor days per year spread out across all employees due to the elimination of trips made to their off-site garage. Cheryl calculates that the TenDocs program saves the agency, "A couple thousand a year". While saving thousands of dollars each year is fantastic, it is vital to not forget about the added security and disaster recovery ability that has been added to the archive since the implementation of the TenDocs program.

For more information on TenDocs or to see an online demonstration, please contact Dan Wright at dwright@tenmast.com or call 877.359.5492 ext. 241.

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