



TENDOCS AT THE MARION REDEVELOPMENT AND HOUSING AUTHORITY

The Challenge

Marion Redevelopment and Housing Authority found themselves in a storage situation that was quickly plummeting. Faced with no longer having the necessary space to store files in their main office, Marion was forced to rent warehouse space to store a portion of their paper files while the remainder found a home in the maintenance area of their office. When someone needed a file from the warehouse they were advised to just forget about the documents unless it was absolutely vital that they have them. It was so cumbersome to navigate through the massive volume of files and documents that it more often than not outweighed the importance of what was in the file. “It was a just a pain,” Deputy Director Lisa Porter remembers, citing that the trip to the warehouse, lifting heavy boxes and going through all the files were all too much trouble for everyone working at Marion. Employees routinely did not have time to go find their files and in turn put off the search for a few days. Once they had a chance to make a trip to the warehouse to search for the file it would take an extended amount of time to locate the needed file due to the size of their document archive. Even if the desired file was in the nearby maintenance closet located in the main office it still required a minimum of 30 minutes to locate.

Files that were nearby and easily accessible for employees were a little too “accessible” at times, Porter admits. All the filing cabinets had locks and keys, but they were rarely locked due to workflow constraints and not every employee having access to the keys that they needed. Lisa advised that the security of her files was one of the problems she wanted to address with their document archive. Specifically, she cited a growing concern over the security of her applicants’ Earned Income Verification

KEY RESULTS

- Files were located in several different locations, making retrieval difficult
- **Increased security**
TenDocs offers was main reason for purchase
- Housing Authority now **meets HUD’s** definition for **security standards**

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Return on Investment

Projected savings look promising, as the housing authority recently implemented the TenDocs program. “We know the savings will come with time,” Porter says, describing that currently they are in the situation where they want to “hang on to the paper,” to maintain their comfort level. Marion will be able to dispose of their paper files and eliminate the need for the extra warehouse packed with files – this simple change alone will result in a savings of about \$650 a month on rent, or \$7,800 a year.

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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