



TENDOCS AT THE CLINTON COUNTY HOUSING AUTHORITY

The Challenge

Clinton County, PA manages a relatively small Public Housing program of 457 units, but that didn't prevent them from experiencing the same headaches that other larger agencies commonly face. Their paper problem became so drastic that in order to manage all of their required documents it was necessary to use an additional building, across the street from their main office, to store the overflow of files. However, even with the extra offsite storage facility in place, their main office was still under siege by countless filing cabinets and documents consuming valuable office space. Executive Director Jeff Rich recalls a very cumbersome process to retrieve files from their offsite storage facility. If an employee needed a file from the other building, they first had to schedule a time to retrieve the file, and more often than not it took an entire day to locate and return to the main office with the needed files. If the massive amount of lost time wasn't enough, occasionally files were misplaced and were at a huge security risk because they were only locked while the office was closed. Like many other agencies, Clinton County did not have a preservation or disaster recovery plan in place for their files in case of a natural disaster or fire. With a list of growing concerns and storage space for files shrinking, Clinton County was forced to evaluate the option of either purchasing additional storage space or finding an alternate way to store their files.

KEY RESULTS

- Excess files had to be stored at additional location other than the housing authority's main office
- Files were not easily accessible and could be misplaced
- Main reason for purchasing TenDocs was to solve storage issue
- Quick and easy retrieval of documents described as best feature
- Increased efficiency of the entire housing authority is now possible

The Role of TenDocs

Clinton County turned to TenDocs for help with their document management needs in January of 2009. Jeff explained, "We wanted to cut down on file storage," and that was the primary reason that led to their implementation of TenDocs. The main office originally had 10 dedicated filing cabinets for all their documents that were stored onsite. Thanks to TenDocs, Clinton County has been able to reduce that number down to 5, opening up valuable space within the office. The housing authority has converted the extra space into a brand new break room where staff regularly enjoys lunch and other breaks.

Having achieved their main goal of reduced document storage space within the office, they've been pleasantly surprised by all the other benefits TenDocs has created. Rich states, "It helps in a lot of other areas," besides the reduction in storage space. Even more than the reduced document storage space, Jeff cites the quick and easy retrieval of documents as the best feature of TenDocs. Clinton County has experienced a significant increase in productivity. Thanks to the ease of retrieval and distribution of documents, staff members no longer worry about scheduling time to go to the offsite document storage facility to retrieve files. They now have access to their documents at the click of a mouse. Twelve staff members use TenDocs regularly and Jeff expects their productivity to increase even more as the users become more experienced with the system.

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TenDocs has also allowed Clinton County to feel confident in the safety and security of their files. Before purchasing TenDocs, Clinton County's files were not as secure as they desired them to be. Now only employees with proper security access rights have the ability to access the files. At the discretion of Jeff Rich, users can have limited rights or complete rights based on what he deems appropriate for that employee. Like many other housing authorities, Clinton County did not have a back-up plan for their paper files in the case of a natural disaster or fire. Now that Clinton County's files are stored digitally, Tenmast is able to back up their documents remotely via its Remote Data Back-up Service. Jeff believes the files are much more secure and that the security is, "A lot better," than their previous security measures.

Clinton County uses TenDocs with "nearly everything," (document types) and that in turn helps reduce the amount of paper and ink the housing authority uses. They recently phased in their tenant files and have begun using the program on their vendor, payroll, purchasing, and invoicing documents. The time and money savings that TenDocs has created are clearly evident. Rich states, "It was a significant investment and it is important to show significant savings."

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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