



# TenDocs

## TENDOCS AT THE HOUSING AUTHORITY OF CYNTHIANA

### The Challenge

The Housing Authority of Cynthiana, located in Kentucky, had **files overflowing with documents**, in great need of a new filing system. While they rarely dealt with problems of files being misplaced or lost, **the probability that a certain piece of information would not be located was a major threat**. Connie Copes, Project Manager, says it was very easy to flip through the overstuffed folders and not find a file. Packed with so much information, employees could easily go through the file and overlook the document they were searching for. When auditors came in, employees would have to explain the filing system. Auditors had to become accustomed to Cynthiana's process before finding what files they needed.

**Security was also an issue at the Housing Authority.** Copes would unlock the files in the morning; lock them again when she left at night. While some file information was saved on a disk placed in a security deposit box at the local bank, the physical paper files would have been lost to a fire or other disaster. Running out of space for their files, Cynthiana needed a new system that would eliminate filing cabinets and the large quantity of stored papers.

### KEY RESULTS

- 80 to 90% decrease in time it takes to retrieve documents
- Allows Housing Authority to perform re-certifications once a month instead of once a year
- More than 50% reduction in paper
- In-house audits run smoothly
- Firm believers in TenDocs and what it can do for a Housing Authority



The Housing Authority also does routine in-house audits and Copes says the program has made this process much easier. Using TenDocs is much easier for auditors. Before, it would take an auditor a while to adjust to Cynthiana's filing system and search for documents. Using TenDocs, auditors come to the Housing Authority, sit down at a computer and have access to all documents they need, "the Auditors really like it," Copes says.

The Housing Authority has seen a great increase in efficiency and retrieval time, while also saving money on paper and ink. Always recommending the system to those who ask her about it, Copes is a "firm believer" in TenDocs and what it can do for Housing Authorities. After two and a half years of using the system, Cynthiana Housing Authority cannot imagine going back to their old process, "It's a breeze now."

### **Return on Investment**

Cynthiana has seen a return on investment by reducing the amount of paper consumed during recertification's by over 66%. They have also seen an increase in efficiency and the amount of time employees spend looking for files, decreasing retrieval time by 90%. The Housing Authority is now enjoying a more efficient process, where not only do they save time, but also money.

**For more information on TenDocs** or to see an online demonstration, please contact Dan Wright at [dwright@tenmast.com](mailto:dwright@tenmast.com) or call 877.359.5492 ext. 241.

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