



a fresh approach to document management

ORS and Affinity Sutton put customer service first

When the Affinity Sutton Group implemented a new customer service drive, they soon realised that swift document retrieval for their service team was vital. With over 3,000 calls received by the team each day, fast and easy access to business documents was key to ensuring all enquiries were rapidly resolved.

In addition, with over 1,500 personnel spread across several group companies and locations, consolidation of their HR files was also a priority.

ORS implemented a comprehensive back archive and ongoing scanning programme, which ensures important documents and files are always available via the company's Civica EDM system – and securely backed up in case of disaster.



With over 20 years experience within the Document Management industry, Optical Record Systems (ORS) are at the forefront of developing and delivering solutions, helping businesses manage and control their documents and data more efficiently.

ORS's range of tailor-made data management solutions enable our customers to significantly improve their business processes, reduce risk and allow their staff to concentrate and focus on their core activities and tasks.

ORS document management systems offer our customers a genuine **competitive advantage**, backed up by our commitment to provide a 100% quality service.

The leading provider of document management services



Bring Housing Associations together

The Affinity Sutton Group is one of the largest groups of housing associations in England. The Group manages over 50,000 homes, has plans for a further 7,000 homes over the next three years, and has recently embarked on a major £980 million development programme.

ORS and Customer Service: The Driving Force

ORS suggested an easy-to-implement two-phase solution:

Affinity Sutton's thirty-strong customer service team need all the vital information at their fingertips in order to reduce call turnaround times and deliver accurate responses to enquiries. ORS collect key documents such as the HR records and property files from the various Affinity Sutton offices, providing a secure service from client site to scanning facility. Documents are then sorted, scanned and key retrieval index fields created. All electronic images and index information are then returned to Affinity Sutton for upload onto the Civica EDM system.

Affinity Sutton: Less Paper, More Space

The ORS data capture system continues to deliver a wide range of benefits for Affinity Sutton:

- ☐ Fast and easy access to business documents leading to rapid enquiry resolution
- ☐ Freed up office space

- ☐ A 'less paper environment' with reduced document loss
- ☐ Improved security and disaster recovery for all-important files

// The key to the centralisation project was to create a 'less paper' office. Using the skills of ORS to scan the large volumes of documents for upload onto the Civica EDM software has helped us meet this vision. The customer service team now has quick access to any documents they may need to bring about a fast and efficient answer to customer queries. //

Mike Yarde, Director of IMS, Affinity Sutton

ORS is already helping many of the UK's Housing Associations meet their key objectives.

Can you afford not to join them?

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