



## London-based Housing Group go paper-light

When a Housing Group decided to move to new offices, the last thing they wanted to do was fill their new space with boxes of paper files! With over 13,000 homes to manage in the social housing sector and a further 1,500 in development, plus a foundation funding social exclusion projects, it was equally important for the service team to have quick access to the information contained in the files during the move.

In line with their paper-light goal to reduce the amount of paper documents the Group used, they chose ORS to scan the back archive and ensure all images could be uploaded into their Civica Electronic Document Management (EDM) system.

*"I am delighted that the combined ORS' and Civica solutions and services have allowed us to achieve our goal."*

**Business Services Project Manager**



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**



## A New Digital Home for Paper Files

The Group comprises of four subsidiaries, all of which deal with socially disadvantaged people, and hence generate considerable quantities of confidential and personal data. In line with their Paper-Light goal, simply moving and storing their existing paper files was not an option. So, the Group first sought out a secure document management system, and chose the Civica Electronic Document Management (EDM) & Workflow system.

ORS are a preferred scanning partner of Civica with fifteen years of experience within the social housing sector. So, ORS were a natural choice for the Group to choose to scan and index over 2 million documents, and upload them into the Civica EDM system.

### ORS: A Four Phase Solution

ORS staggered the scanning process into four phases:

**Phase 1:** Finance (Giro's, rent batches, bank statements, cashiers sales invoices/credit notes)

**Phase 2:** Tenancy & property files

**Phase 3:** Development & Asset

**Phase 4:** HR & Care Homes

With the actual document sorting and scanning taking place at ORS' facilities in Hampshire, southern England, the Group could continue with their office move unhampered by boxes of files, freeing up over 800sq ft of office space.

### Paper-Light Gets Green Light

The Group have not only gained 800sq ft of office space, they have achieved their Paper-Light objective, and benefit from the considerable time savings of efficient and effective document retrieval via the Civica EDM system.

*// We needed to reduce the amount of paper being used within the corporate services departments. Taking paper files with us to the new head office was not an option. We have committed ourselves to the "Paper-Light" project. I am delighted that the combined ORS and Civica solutions have allowed us to achieve our goal. //*

**Company Business Services Project Manager**

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

**Can you afford not to join them?**

**Optical Record Systems Limited**  
Image House, Mayflower Close,  
Chandlers Ford,  
Hampshire SO53 4AR

**Telephone:**  
+44 (0)23 8026 7755

**Email:**  
info@orsgroup.com



**The leading provider of document management services**