What if You Could Access the Information You Needed Instantly?

Storing, locating, and keeping track of over 75 years worth of member files can be challenging—especially when the files are paper-based. According to Patsy Walters, Accounting Supervisor at Taylor County RECC, "We were storing all our member files in filing cabinets throughout the office and it took us a long time to locate files. Plus, we were simply running out of room." When Walters started in 2015, Taylor County was already running ImageSilo, a cloud-based Enterprise Content Management (ECM) solution to store files from their engineering department. Walters knew that if they could start adding member files to the system they could be on their way to solving a multitude of problems.

After using PaperFlow to scan member files and upload them to ImageSilo, Taylor County has reduced the time it takes to locate files, ensures member files are securely protected, and they have been able to reallocate the administrative costs of managing paper to improving services for their members.

Key Benefits

- Time spent looking for files has been reduced from 30 minutes to 30 seconds

- Electronic files are fully protected from loss, theft, or natural disaster

- Money spent on administrative tasks can be allocated elsewhere

- New employees can be trained on ImageSilo in less than a day

The Situation

Taylor County RECC was formed in 1938 to provide electric service to its member-owners in four main counties in central Kentucky. Currently, Taylor County RECC provides service to thousands of members along 3,220 miles of electric line.

In the utility industry, manually managing documents is common and Taylor County was no exception. In fact, all member files were either on paper or microfiche and being stored in multiple filing cabinets. "The only way to look up member information was by name. You couldn't even look up information by location or date. It was extremely time-consuming," said Walters. "Our office staff needed a better way to access member files because the existing system just wasn't working anymore."

Not having access to information right away was also impacting on customer service. "If a member called on the phone, staff would have to go dig through multiple filing cabinets to answer their questions," said Walters. "Wasting this much time to answer a simple question wasn't an effective use of anyone's time."

Not only was locating member files becoming increasingly difficult, but Taylor County was also rapidly running out of storage space. It became apparent to Walters that creating electronic member files would enable them to improve their access to data, ensure files were secure, and save the entire organization money.

The Solution

Taylor County worked with VeBridge, a Digitech Systems reseller, to help them with their scanning needs. "We have worked with VeBridge for a long time now; they have helped us process COLD/ERM data, convert legacy microfiche files, and now they are helping us start the process of becoming a paper-free office," said Walters. Using PaperFlow, they scan and index incoming member files into ImageSilo, which easily integrates with their Enterprise Resource Planning (ERP) system, Utility Power Net (UPN).

Recognized Benefits

Today, Taylor County is no longer limited to looking up information by member name. "Now that the files are digital, we can look up information by member name, document type, location or date," said Walters. This has dramatically reduced the amount of time they spend looking for files. "It used to take us at least 30 minutes to locate a member file, now it takes less than 30 seconds. Just the convenience factor alone is incredible. Not to mention we don't have to leave our desks and dig through filing cabinets," said Walters.

> *"Thanks to ImageSilo we have the data we need at our fingertips. The convenience factor is the biggest asset for me. If a member calls we can pull their information in 30 seconds or less and don't have to dig through multiple filing cabinets."*
>
> - Patsy Walters, Accounting Supervisor

In addition to files being quicker to locate, Taylor County enjoys that member files are available to other departments throughout the building. "If the engineering department needs to access member files, they can just login to ImageSilo themselves and don't have to give us a call," said Walters.

Not having to worry about disaster recovery is another benefit Taylor County has enjoyed. "If something catastrophic were to happen—like in the 1940s when our building burned and we lost files—we now have the peace of mind that everything is backed up," said Walters.

According to Walters, being able to get rid of files they don't need has saved them storage space as well. She said, "There are a lot of records we need to keep permanently, but for the things that we don't, the system gives us the ability to automatically destroy them. This is helping us make sure we are only keeping what we need."

Taylor County was also able to implement the new system quickly because it was so easy to learn. "We hired a person who is dedicated to scanning. We have seven different scan jobs she needed to learn. But in less than two weeks she was completely up-to-speed. She didn't even need any training with ImageSilo because it is that intuitive to learn. It was great for her," said Walters.

By far the biggest benefit that Walters notices is that the money saved on administrative tasks can now be put towards projects that benefit the organization as a whole. "I'm constantly on the lookout for ways I can improve our systems," said Walters. "Thanks to ImageSilo, we don't spend days looking for files and can focus our time and budget on more important tasks."

About VeBridge

VeBridge, founded in 1998, has a lengthy history of turning business challenges into profitable competitive advantages for their customers by converting paper to digital information that enables automating manual processes while providing secure yet easy access to information. By helping companies take the first step in converting paper documents, and managing their content with ECM and business process management (BPM) products, the company provides a wide array of information and content management options for its customers. To learn more about VeBridge, visit www.vebridge.com or call 877.859.5222.