Efficiently Building Projects with ImageSilo and PaperVision Capture

As a part of a billion-dollar organization, International Business Products (IBP), Edwards, Mooney, and Moses is a leading $10-12 million construction company for all home building needs, serving central Ohio and surrounding areas since 1949. Builders, contractors, and homeowners depend on them for professional insulation and other home products.

As a large, dependable business, Edwards, Mooney, and Moses manages thousands of work orders every month, which were being organized between a paper system and a gigantic hard drive. Packaging and storing project documentation this way was inefficient, and retrieving files was becoming painstakingly time-consuming. Fortunately, ImageSilo and PaperVision Capture minimized their cost of indexing and exceeded their document retrieval needs.

Key Benefits

- Reduced project packaging times from 96 hours to 6 hours per year

- Improved information accuracy by 100% by eliminating hand-keyed indexes

- Saved thousands of dollars up front with no initial implementation fee

- Set up the entire system and went live within 90 days of discussing the solution with resellers

The Situation

When the Edwards, Mooney, and Moses' team completes a job, matching documents are filed and stored together. Once physically piled together, these documents were manually scanned, saved to the hard drive, and named using fields like job number, phase number, address, and customer code. The company's corporate level solution to manual document management was too expensive and harder to use for the Edwards, Mooney, and Moses office, so they used a hard drive to manage files. Keeping large project files on a gigantic hard drive was inefficient. "This left lots of room for human error," explained Brian Mclaughlin, Time & Materials for Edwards, Mooney, and Moses. "Hopefully at least one field was entered correctly, so we could still find the work order when something needed to be reviewed." However, due to inevitable human errors from hand-keyed fields, work orders on the hard drive could be difficult to find. Also, retrieving this information from a paper filing system was very difficult with a high volume of work orders, because these work orders can be easily lost as employees could use files and not return them to the proper location.

Many projects were dozens of pages long, making scanning a hassle. Beth Gatewood, Edwards, Mooney, and Moses' Administrator, spent eight hours a day every month scanning and collating paper files, and then even more time was spent hand-keying fields for each document. To put this work into perspective, the construction company processes about 1200 invoices every month that are each matched with corresponding project work orders, material sheets, and summaries. This adds up to almost 4,000 total pages needing to be scanned, named, and collated each month. "It was a lot of collating," said Mclaughlin. "The end of each month was frustrating and time-consuming because just assembling each work order packet could take an entire eight-hour day." Since this outdated system made information difficult to find, untraceable, and time-consuming, document retrieval was a tedious process. Nonetheless, Gatewood recalls having to make at least a dozen document retrievals per month.

Once the documents are scanned and indexed, they are stored for 13 years to comply with Housing and Urban Development (HUD) regulations. In order to meet government requirements more effectively and modernize their information management system, the team went looking for a storage solution that would retain large files more securely than their hard drive, and clean-up their file organization to make information easier to find.

The Solution

With the help of Fireproof Records Center, a Digitech Systems reseller, Edwards, Mooney, and Moses were able to implement ImageSilo, the most trusted and secure cloud-based services in the industry, and PaperVision Capture, which would revamp their document scanning. Fireproof started by scanning their backfile, and then Edwards, Mooney, and Moses handled all day-forward scanning. Once they went live with ImageSilo in December 2018, they were able to index just one field that matches to a database and automatically enters other necessary fields. This 'match and merge' feature of PaperVision Capture saves them time and money, while increasing information accuracy. Mclaughlin noted, "ImageSilo has everything we didn't know we needed." Gatewood is now managing the entire system of records. As project documents arrive, she scans them and PaperVision Capture takes care of the classification and indexing for any file—from invoices to project illustrations. The packets are then securely stored in ImageSilo's cloud service, enabling ease of access, quick document retrieval, and controlled file tracking capabilities. Gatewood will be the main document retriever, but "it's also nice that other staff, such as sales people, have accessibility to the packets through ImageSilo as well," explains Mclaughlin. Instead of the work order packet being passed around, Edwards, Mooney, and Moses eventually wants to train each company team member how to access packets for themselves.

> *"This solution changed everything we do—ImageSilo® has everything we didn't know we needed and affects how we efficiently build our projects.*
>
> -Brian Mclaughlin, Time & Materials

Recognized Benefits

Edwards, Mooney, and Moses were completely set up and live with their new system within 90 days. Records are now scanned as they are received and automatically matched to the right file with only one field of data entry. They currently manage 10GB with ease in ImageSilo and packaging each project is now a breeze. Gatewood can instantly pull up any information associated with a packet, which eliminated her eight-hour day of matching and collating. Gatewood confirmed that it takes her "minutes every day" to scan and package project information. The efficiency of ImageSilo also solved all lagging paperwork, because anyone can scan a document.

This not only streamlined their retrieval process, but eliminated the accuracy issues they were facing from hand-keyed indexing and sorting. "Accuracy is a lot higher—almost 100%," said Mclaughlin, and on the rare occasion that information does goes missing or needs to be verified, they can track all the files to locate the information. "We feel secure that this will take care of our paperwork. We'll be able to find it when needed, and we'll securely have it over the entire 13 years to comply with HUD," confirms Mclaughlin.

Even though Edwards, Mooney, and Moses recently implemented the system, they're "expecting to see big savings down the road," confirmed Mclaughlin. "We could potentially reallocate our staff beyond routine tasks, and also save money on storage." Since there was no initial software fee, they have already seen a significant cost-savings up front with implementation. "Alternative products were so costly," said Mclaughlin. "Implementing ImageSilo was a lot easier. The other options would have been very difficult to use and too expensive." Happy with the solution, Edwards, Mooney, and Moses are looking to also include PaperVision® Enterprise WorkFlow to automate document routing, eliminating hand-passing project information throughout the office. In addition to their improved efficiency, information accuracy, and cost savings, Mclaughlin concluded that they could not have picked a better team to work with. "Fireproof came to us," explained Mclaughlin. "They didn't just solve our initial problem—they worked with us to improve our entire business process."

About Fireproof Records Center

Fireproof has been in business for over 100 years. Today they serve over 1,500 customers in Ohio and beyond. Fireproof provides leading edge technology in the Document Management space. They provide workflow automation solutions, document scanning, document storage, document destruction and litigation support services. To learn more please call a representative from Fireproof at 614-317-9222, email them sales@fireproof.com, or visit their website at fireproof.com.