

Peace Of Mind, Not Pieces Of Paper



Customer Success Story

Client:

Amalgamated Transit Union

Solution:

Electronic Document Management System

Date:

2014-06-05



Union Grievances Addressed Faster And With A Higher Degree Of Accuracy

The Amalgamated Transit Union is the largest labour organization representing transit workers in the United States and Canada. Founded in 1892, the ATU today is comprised of over 190,000 members in 264 local unions spread across 44 states and nine provinces. The ATU Local 1572 is located in Mississauga, Ontario, Canada and represents 1,100 Mississauga transit workers.

The Challenges

As the ATU Local 1572 continued to grow the responsibility of responding to member requests became more and more challenging; this was primarily due to all the files existing solely in paper format. If a union representative was out of the office or travelling on business, a response to their member could take days or even weeks; not to mention the excessive photocopying that was required to take files on the road when supporting their members.

The Journey

The ATU Local 1572 recognized the need for a digital solution to provide them with improved access and collaboration so they took to the internet and came across the MES Hybrid Document Systems website. The initial meetings uncovered that simply scanning the existing paper files would only bring them half way to their goals. On their own, digital copies of the paper files would not provide them with out-of-office access or a simplistic method for updating member files on a day-forward basis.

The Solution

The ATU Local 1572 chose an electronic document management solution from MES Hybrid Document Systems because of its minimal impact on their IT infrastructure, easy-to-use design, its ability to allow out-of-office access to their member files and its facility for full-text searching.

The ATU Local 1572 contracted MES Hybrid Document Systems to convert their back-file of 1,500 member files and deployed two Fujitsu high speed document scanners to convert their day-forward documents as they were received.

The benefits of the solution were almost instantaneous. The full-text search allowed them to find specific documents within a 300 page file in a matter of minutes, a task that used to take hours. In addition to the benefit of improved member support, the ATU Local 1572 estimates the solution has saved them over \$7,000 annually in people-hours.

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For more information contact us today: 905.475.9263 | www.mesltd.ca

In Their Own Words

"We selected MES Hybrid Document Systems because they built a software solution around our organization – they adapted to us rather than expecting us to adjust to them," said Nicolas Bye, president of Amalgamated Transit Union Local 1572. "MES has made it as easy as possible for our members, some of whom are not very computer-literate, to operate in a much more efficient manner."

The Results

- Member files can now be accessed remotely
- 75% faster response times to members
- Annual savings of \$7,000 in labour costs
- ROI in less than 12 months



Let us find a custom solution for your business!
Get your free on-site assessment today

Get My Assessment

MES Hybrid Document Systems helps companies large and small who are frustrated because of service delays caused by slow record retrieval, are unhappy with the space required for document storage or who struggle with sharing information across team members.