

CASE STUDY

DocuWare install at 
CENTENNIAL AMERICAN PROPERTIES



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DocuWare install



OVERVIEW

TPM guided their customer, Centennial American Properties (CAP) in developing a strategy to move from inefficient paper-driven processes to a centralized content management system. TPM tailored a solution that could both address the customer's immediate needs and grow with the customer.

CHALLENGES

As a booming business with more than 7 million square feet of commercial space, Centennial American Properties, LLC (CAP) had a lot of paperwork, and they needed an efficient way to organize and access files that had been stored in binders and filing cabinets since the company's beginning in 1976. Carrie Buchanan, CFO at CAP, was responsible for the company's documentation, from filing it to finding it. Some documents were stored in multiple locations, and Buchanan was the only person who knew those locations. If Buchanan was out of the office, her colleagues were left blindly searching through binders, electronic files and emails in hopes of finding what they

needed. Printing documents, updating paperwork, and assembling project files into binders cost the company an excessive amount of time and money. From papers received in the mail to documents printed from emails, the growing amount of paperwork became increasingly difficult to locate. The binder approach to documentation caused a variety of internal issues. Remote employees couldn't share or access project information from their mobile devices, which meant

they were either carrying around a lot of paperwork or they simply didn't have documents they needed. In addition, distributing and sharing hard copies of project documentation used a lot of paper and left no trail. Other internal issues included minimal security for finance, payroll and employee records. The documentation issue also negatively impacted how CAP interacted with its customers. The company's Due Diligence process could not be tracked, disaster

recovery was nonexistent, and contract deadlines were easily lost. Buchanan came to TPM, Inc. thinking she needed another copier. After listening to Buchanan's situation, TPM suggested a whole enterprise content management system, DocuWare. Buchanan agreed with TPM that DocuWare was the best solution to her problem, and she was particularly excited that the system was even more affordable than she had anticipated.

SOLUTION

TPM guided their customer, Centennial American Properties (CAP) in developing a strategy to move from inefficient paper-driven processes to a centralized content management system. TPM tailored a solution that could both address the customer's immediate needs and grow with the customer.



*Installing
DocuWare Cloud*



*Configuring
DocuWare Cloud Host*



*Setting Up
DocuWare File Cabinets*



*Configuring Security for
Up to 4 Users/Groups*



*Importing
DocuWare*



*Setting Up
Desktop Scanner*

DOCUWARE

installing and configuring

Roy Mansfield from TPM installed and configured DocuWare Cloud for CAP. However, before installing the system, Mansfield conducted on-site training at CAP and worked individually with Buchanan so she would be prepared to answer her team's questions post-installation.

SETTING UP

DocuWare file cabinets

During this step, CAP designated one cabinet for the property records archive and created 30 additional cabinets for the following purposes:

- Index fields
- Document trays for storage prior to indexing
- Searches

SECURITY

configuring

TPM installed DocuWare Desktop on four workstations and assigned user permissions based on group membership.

IMPORTING

DocuWare

TPM configured DocuWare to automatically import scanned documents from local folders and move imported documents to the appropriate document trays.

SETTING UP

desktop scanner

To allow the team at CAP to scan and distribute paper files as they were received, Mansfield installed a Fujitsu 7160 desktop scanner on 2 DocuWare-equipped workstations.



RESULTS

DocuWare officially rolled out in January 2017, and so far, the biggest return on investment has been time. Centennial American Properties saves about 4 hours each week on filing. The company also purchases significantly less

paper than before and has eliminated all off-site storage. Buchanan loved the product so much she even bought one for herself at home!

“I have always loved my paper! We have used the same paper system for 15 years. I liked the idea of Docuware but was hesitant to use it. I finally took the plunge and started. I have been shocked at the time we have saved. We no longer handle the same piece of paper numerous times. The four hours of filing a week has turned into almost nothing. TPM was able to customize the system to our needs. Roy went above and beyond during the process. Any hiccup along the way was quickly addressed. I wish we had done this years ago.”

–Carrie Buchanan, CFO at Centennial American Properties, LLC

