

## Case Study

### Transport: Nottingham City Transport



Nottingham City Transport is the principal bus operator in Greater Nottingham, providing a comprehensive network of services covering over 230,000 miles a week.

Using 8.438m litres of fuel a year for 325 buses, NCT employs in excess of 1,100 staff, including 800 drivers. Substantial numbers of personnel records need to be retained for 6 years. Over 5,000 invoices from the accounts department are also retained. There were storage problems caused by a genuine paper overflow, together with a fire risk. Records were stored in a basement 3 floors down; constantly fetching boxes also raised health and safety concerns.

With the basement full and no further areas to store files alternative arrangements needed to be considered. A potential office move and the need to keep rental costs down added to the need to consider other storage options.

***"It's now about smart thinking and ease of access. A significant amount of time has been saved"***

Sheila Swift, HR Administration Manager  
NCT



#### The Problem

Sheila Swift, HR Administration Manager for NCT was concerned at the sheer volume of records outpacing the available capacity: over 4,000 personnel records dating back to 2001 and five years worth of invoices creating a storage overspill.

Sheila explained her concerns. "When I need to find a document in connection with an insurance claim, it takes me anything up to half an hour to find the relevant file and items with in it. Quite often it's misfiled so the process takes even longer. There had to be an easier option so I began investigating alternatives."

#### The Solution

NCT's existing IT reseller had already scanned their accounts onto CDs and was the first port of call in searching for a solution. Invu Document Management was proposed. Sheila continued. "We started by looking at document storage providers such as Box-it but everything was boxed, barcoded and off site. I needed the information onsite for easy access but without the significant paperwork. We looked at another system but the cost was prohibitive.

After the Invu demonstration we knew instantly it was what we needed. It was so simple and easy to use and gives direct access to files from your desk." NCT purchased 15 licences of Invu which were installed in November 2008.

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Sheila Swift, HR Administration Manager  
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## The Benefits

### Business processes improved

All personnel files are now scanned into Invu, whilst archived personnel files have been scanned by their IT reseller. In addition to HR records, other documents including corporate governance and board reports are also now securely stored and can be found quickly and easily using Invu document management's search capability.

### Reduced business expenditure

Files no longer need to be printed. Documents can be quickly found in Invu and emailed directly to the recipient with no paper, printing or postage costs. Sheila explained "It's a considerable advantage to find your document and email within seconds. As a bonus Invu has marginally reduced our paper and postage costs in the HR department - most importantly it's now about smart thinking and ease of access. A significant amount of time has been saved as opposed to any direct monetary value.

### Swift installation

NCT spent time with their Invu Partner to ensure a configuration in line with NCT's needs. Whilst wanting to ensure that the structure would suit NCT's current requirements for personnel records, the future needs of other departments were also considered. The IT department received 2-3 hours training to ensure changes could be made by in-house and training was then cascaded, with each employee taking no more than an hour.

### Secure central repository

A range of documents is now stored in Invu for the HR and finance departments including personnel records, board reports and invoices. Individual access profiles ensure departmental security, otherwise all documents are now available to all staff. Sheila administers security for NCT.

### Reduced office space

With old storage no longer required and information securely stored in a central repository the HR Department of NCT is now in a position to undertake a painless move to new offices. The new office space will be considerably smaller than the current need. Sheila explained "If we receive the go-ahead to move we would require less office space since we don't need the storage space. I would estimate that the company will save around £40,000 per annum in office rental alone."

## The Future

Having seen the benefits of Invu document management in her working environment Sheila advocates wider use of the software throughout NCT, reaching out from the initial implementation in the HR and Finance departments. Sheila explained "If I proved to the directors that a system like this could work, other departments such as engineering, operations and insurance would also use the system in the future. They can see how Invu has been a beneficial change and I am sure it's only a matter of time before Invu is implemented company-wide." The next stage would be to use Invu workflow to automate the routing of documents between departments and authorizers. There's a number of different processes which could benefit from this. Sheila continued, "Automating the processing of invoices would save the company a great deal of time. Invu Workflow is my next challenge".

### About Invu

Invu develops software that incorporates document management, content management, workflow, automation and collaboration specialising in solutions for the mid-market and smaller businesses.

Also known as the paperless office, Invu typically gives a return on investment in under six months, allowing companies to see efficiency savings in terms of both money and time.

Invu's Open Search integration allows SharePoint users to fully utilise the benefits of WSS or MOSS whilst retaining the functions of specialist document and content management.

Invu's solutions enable automated scan, capture and management, processing and output transformation.

Invu also integrates with all major accounting systems including Sage and IRIS, as well as ERP and CRM systems.