

NATIONAL PROPERTY MANAGEMENT COMPANY

Chicago, IL

LARGEST U.S. PROPERTY MANAGEMENT FIRM IMPLEMENTS NATIONAL EDM SYSTEM.



FINANCIAL

Integrated Solution

- ◆ Development of electronic document management system
- ◆ Record identification, indexing and preparation
- ◆ Document imaging and quality assurance services
- ◆ File conversion from alphabetic to numeric with color-coded, top-tab labels
- ◆ Project management and ongoing on-site records management

More Satisfied Customers

- ◆ National City Mortgage
- ◆ Sallie Mae
- ◆ US Bank
- ◆ South Trust Bank

“The result of our file conversion was an easily accessible, searchable and secure electronic document management system that has increased productivity and efficiency, while drastically eliminating the inconvenience of hard copy requests.”

— Records and Business Continuity Planning Manager

CHALLENGE ◆ The nation’s largest publicly-held property management company, which owns and/or manages 610 buildings and 14,000 tenants within major metropolitan areas across the country, had thousands of paper lease records stored primarily at its central office, with some back-up records kept at its 25 regional offices for client service purposes. Client files were often incomplete at any one location and unique documents were fragmented between locations. To fulfill a customer’s document request at a regional office, files were photocopied at the central office and mailed overnight to the requesting office. Also, regional offices would often provide records to the central office if a record was missing or unique documents were located regionally. This decentralization created filing inefficiencies and made accessing records and servicing the customer difficult. The company needed a way to centralize and secure the 14,000 paper-based records, while making lease documents accessible to all offices without redundancy and inconsistency.

SOLUTION ◆ The solution to the company’s file storage and accessibility challenges was two-fold — create a centralized, secure storage area at the corporate office for paper-based records; and scan all of the paper lease records for electronic storage in a company-wide, Web-based lease management system.

To begin, SYSTEC records management professionals provided a 12-person team to convert the 14,000 lease records, electronically index documents within each file according to a list of 65 specific criteria, and work with regional offices to gather any missing and decentralized file data. Scanned documents were previewed online for accuracy before being made available company-wide. The complete paper-based lease files were then sorted by property and building number, color-coded for easy indexing and accessibility, and securely stored on shelves in a central records center.

SYSTEC records managers continue to work on-site to maintain both the electronic and paper filing systems. The company’s Records and Business Continuity Planning Manager expressed her satisfaction with the project by saying, “The result of our file conversion is an easily accessible, searchable and secure electronic document management system that has increased productivity and efficiency, while drastically eliminating the inconvenience of hard copy requests.”



SYSTEC™
systems ◆ technology

SYSTEC is a national organization expert in the design and delivery of fully integrated or individualized information and materials management solutions, offering our customers decades of experience in professional business solutions and product expertise - all from a single source. From storage and space-saving products to a full range of document management solutions, SYSTEC professionals provide total-systems solutions and top-notch service and support all on a local level.

TOTAL SOLUTIONS

Professional Services

- consulting
- conversions
- relocations
- audits
- interfiling
- database development
- purges

Filing Systems/Technology

- filing supplies
- labeling
- tracking
- imaging
- document management

Storage Solutions

- mobile
- rotary
- linear/lateral
- cabinets
- multi-media
- shelving
- heavy-duty

Furniture Systems and Museum Storage

- mailroom
- library
- computer
- museum



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