

Places for People take the lead in document management

PLACES *for* **PEOPLE**

Introduction

Documation Invoice Management Solution (IMS) is used by Places for People to automatically store and retrieve supplier invoices. Places for People chose Documation for their ability to offer a fully flexible and customised document management solution to meet the Association's specific needs both now and in the future.

Places for People, the UK's largest housing association, is responsible for over 44,000 homes from Northumberland to the Isle of Wight. They manage existing properties and are also a major developer of new homes for people with housing needs.

Flexibility

Places for People required a flexible system to process invoices electronically. In conjunction the system had to meet legal requirements for the storage of documents and included a secure environment. Documents are also routed electronically between staff for their authorisation or information. They can be sent manually at the touch of a button from within Documation or automatically according to the Places for People's predefined business rules.

Integration

The new IMS system has been designed to integrate with Places for People's existing Masterpiece and Academy information systems. IMS will help to improve the service provided to the Association's customers and the organisation's overall efficiency. The new system will be of particular benefit to the large number of small, locally based firms who contract for the Association, for whom quick payment of bills can be of vital importance.

There are three separate elements which make up the uniquely designed Invoice Management Suite for Places for People: Documation Capture is used to scan the documents and capture the information into IMS; Documation Process to index documents and route documents around the office and Documation Store using the DLM (Document Lifecycle Manager) to store the documents for rapid retrieval.

Alison Stockton, Document Management Project Manager at Places for People says:

"Prior to having this system we had to take documents out of the filing system, photocopy them and then post them manually in order to respond to the numerous numbers of queries we receive on a daily basis. The ability to email invoices internally at Head Office & to other offices all around the country will save us an enormous amount of time".

Return on Investment

As with the majority of Documation solutions, expected savings should see the Places for People realising a return on their investment in as little as 2 years. The new system is expected to achieve a number of cost savings for Places for People.

- ▣ Avoiding the expense of overtime and/or the hiring of temporary staff from within the payments team
- ▣ Reduced telephone bills
- ▣ Filing and retrieval time is minimised
- ▣ Improved cash flow