## Hertfordshire Careers Services benefit from FileVision™ electronic document management

### Customer Profile

Hertfordshire Careers Services (HCS) is a long established and leading provider of career support and information, based in Letchworth Garden City. Priding themselves on diversity and versatility, they successfully work across a range of age groups in both public and private sectors. By providing individuals, businesses and learning providers in Hertfordshire and across the UK with career information, resources and practical support, they enable them to make informed decisions about the options open to them and to plan their future.

For individuals, HCS provides a comprehensive range of tailored services including careers consultancy, coaching and psychometric testing. They also provide a number of high quality services to employers, enabling them to improve the productivity of their business. For education providers, HCS delivers training, consultancy and educational products, thereby supporting the successful delivery of careers education and work experience. In addition, the Access-Ability Team supports young people with special educational needs.

### Business Case

Since 1998, the Access-Ability team have been using FileVision's integrated document management, imaging and workflow solution for 3600 records. Recently, HCS have expanded their use of FileVision to include an additional 5000 special needs records for students in mainstream schools.

Before FileVision was implemented, the Access-Ability team used to keep all paper documentation related to each student. This included demographic information as well as documentation such as action plans and assessments, correspondence, transition plans, reports, statements and reviews. As each student's case file consisted of an average of 125 documents, this took up a substantial amount of physical storage space. Furthermore, when advisors visited students in school to keep track of their progress, it meant carrying heavy box loads of case files with them, which was not only awkward but also meant that administrators in the office had no access to documentation when it was taken off the premises.

After years of increasing frustration, HCS decided to implement FileVision to scan and securely store student information. Today all case file documentation for special needs students in schools is stored in FileVision. HCS also uses FileVision to store information about special needs students on work placements, including health and safety questionnaires and employer's details.

## Solution Benefits

FileVision provides both administrators in the office and advisors working offsite at schools with instant access to up-to-date student documentation. A server-based application is used in the office to provide continual access to all documentation in an electronic format. For advisors visiting schools, an offline client allows them to access the same information. Heavy boxes of case files are now replaced by laptops containing downloaded copies of files. As the network infrastructure in schools becomes more sophisticated, there is the potential for advisors to have online access to student information thereby negating the need to download files. Other important benefits are the reduced storage costs and better working environment created by freeing up physical storage space.

Child demographic information is kept up to date by an automated import that runs daily from HCS's core system. This information includes name, address, school, year group, date of birth and contact numbers, enabling fast retrieval of student documentation. FileVision also enables HCS to maintain compliance with data protection regulations by deleting information that is no longer required, such as documentation about students once they reach the age of 25. HCS staff have been enthusiastic about FileVision's user-friendliness and flexible filing system. The virtual filing cabinets, which show drawers opening to reveal files and folders of documents, exactly replicate the previous manual filing structure.

"I think everyone was a little concerned at first about implementing a new system and whether it would actually help or just make things more complicated. We were so frustrated with the way things were though so we decided to take the plunge with FileVision and thank goodness we did," said Linda Woodhouse, MI Systems Manager. "The difference it made to the efficiency of our operations was incredible and it was so easy to use."

Most important of all, the increased efficiency delivered by FileVision means that many young people now benefit from receiving an even better service enabling them to make informed choices about their future careers.

## FileVision

FileVision is the first truly integrated document management, imaging and workflow solution. Quick to implement, it is designed specifically for small to medium-sized companies or departments within organisations who need to find a way to match business processes with business documents. Due to FileVision's flexibility and customisability, customers do not have to change the way they do things. Instead, FileVision is easily configured to an organisation's existing business processes.



FileVision is a global company with headquarters in the US and offices in the UK and Australasia. FileVision's key markets are government, healthcare and finance. For more information, please phone +44 (0) 118 903 6066 or email: mail@filevision.com