

DOCUDRIVEN IMPLEMENTS BUSINESS PROCESS OPTIMIZATION AT BRISTOL BAY NATIVE CORPORATION

Case Study



**"I HAVE 100% TRUST IN DOCUDRIVEN'S ABILITY TO
HELP OPTIMIZE OUR PROCESSES AND PROCEDURES."**

-LISA ANDRUS, RECORDS MANAGER, BBNC

CHALLENGE

Bristol Bay Native Corporation (BBNC) was faced with a large-scale document optimization project and lacked the resources, technology, and experience to make it happen on their own. The project included comparing multiple electronic and physical document repositories. The main objective was to reduce the number of repositories and make sure the remaining repositories were complete and compliant. The project also included updating document categories and naming all existing electronic documents according to the newly implemented naming methodology. A technology upgrade to their current document capture process would also be necessary to ensure that the future intake of all documents would adhere with the new processes, providing a solid foundation for future growth.

SOLUTION

Lisa Andrus, Manager of the Records & Information Management (RIM) Department, had previously worked with DocuDriven in one of their subsidiaries on a document management inventory and assessment project. Lisa reached out to DocuDriven to assess the new project. DocuDriven's advance team came on-site and created a small test environment to analyze the repository issues and provide an analysis report outlining possible next steps and solutions. After reviewing the report, BBNC decided to partner with DocuDriven once again to implement many of the recommendations. DocuDriven temporarily expanded its workforce both on and off-site to optimize BBNC's processes. They also installed the necessary document capture software and technology to align well with the newly automated methodology.



RESULT

With DocuDriven's team on and off-site providing dependable service, they were able to successfully reduce the number of repositories and make sure all documents were complete and compliant as requested. "The project results were extremely helpful in highlighting the inconsistencies in the way that we manage our shareholder records and information. The findings were backed up with statistical data and examples to share with Executive management and the Board. Furthermore, DocuDriven provided recommendations for next steps which will bolster our argument for more stringent and controlled management of our shareholder records," said Lisa Andrus.

"Our companies had many positive experiences while working through BBNC's unique document needs together," said Bruce Randall, CEO of DocuDriven. "We've developed a trusting relationship that will last for years to come."

"I am already working with DocuDriven on our next project and anticipate that I will continue to rely on them for guidance, support, and large project management throughout my tenure here at BBNC."

Lisa Andrus
BBNC



THE DOCUDRIVEN DIFFERENCE

The scope of work that BBNC requested changed slightly over time. DocuDriven was able to flexibly adapt to these changes while completing the project in a time frame that successfully met the organization's needs. According to Lisa Andrus, "DocuDriven was beyond transparent throughout the duration of the project. Bruce does not hesitate to reach out via text or email with questions and to resolve issues as quickly as they arise."

ABOUT DOCUDRIVEN

DocuDriven is a Business Process Optimization (BPO) company with an emphasis on data and document management based out of Vancouver, Washington. They specialize in offering products and services to help optimize your organization's business processes. Services are provided on or off-site.

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