

DOCUDRIVEN INCREASES SPOKANE HOUSING AUTHORITY'S REMOTE WORK ACCESS & CREATES QUALITY DIGITAL HAP/TENANT FILES

Case Study

DocuDriven
Optimize Your Business



OVERVIEW

Pages Digitized: ≈2,000,000

Boxes scanned: ≈750

Contract to on-site scanning: <2 weeks

Cost: On Budget

Timeline: On Schedule

"I WOULD HAVE NO PROBLEM RECOMMENDING DOCUDRIVEN TO ANY AGENCY."

-COLLIN KARIBO, SHA DIGITIZATION PROJECT MANAGER

CHALLENGE

Collin Karibo, the Financial Systems Manager for Spokane Housing Authority (SHA), was designated as the Digitization Project Manager as SHA faced the challenge of digitizing their HAP/tenant files. Their main objectives were to digitize their files for use in their new document management system, but also since COVID-19 had started, many of their employees needed access to these crucial files away while working from home. The main obstacle to this project being successful was the sheer size and number of tenant files that needed to be digitized. "Our agency had neither the resources nor expertise regarding how to break down files and produce high quality scanned images for a long term and permanent paperless filing system," stated Karibo. The second major obstacle to overcome was the requirement to scan 5,000+ tenant files, while simultaneously having access to them on a day-to-day basis. "Relying upon current staff and scanning equipment would be time consuming, expensive, and produce highly variable results including poor quality records", said Karibo. SHA began searching for vendors who specialized in file digitization to meet their requirements.

SOLUTION

After an exhaustive search, explained Karibo, "DocuDriven was only one of a handful of companies we contacted who had experience doing this and was willing to proceed given the current circumstances under a global pandemic." Deciding on which vendor to choose took a little time for SHA but Karibo chose DocuDriven. "What impressed me about the responses I got from DocuDriven's references was they felt like DocuDriven was really sensitive to the variety and nature of the documents being scanned, how they were organized, and put emphasis on leaving these documents in the state they were found in." Karibo stated. With DocuDriven's low-cost solution it wasn't too hard to make the choice. "Within 2 weeks of signing the agreement, DocuDriven was onsite scanning our files," said Karibo. Additionally, "DocuDriven [was] sensitive to [the] Housing Authority's need to have access to files during the scanning process." DocuDriven's team set up workstations, installed equipment, and brought in their team, all while minimizing disruptions to the agency's workflow.



RESULTS

"After getting underway, they provided timely milestones and delivery of data that allowed us to track individual files through the process, as well as determine overall progress of the project," Karibo reported. The Pandemic brought many disruptions that required significant changes to the process. However, according to Karibo, "DocuDriven was completely responsive to these needs and worked quickly to modify work areas and delivery schedules." Overall, the quality of the scans produced was excellent, and DocuDriven's attention to quality control was very high. Their team was "extremely professional and friendly, and they worked well with all our staff they had contact with. DocuDriven was highly communicative and alerted SHA of any potential delays or issues, offering solutions quickly, which again speaks to their amazing overall responsiveness," stated Karibo. DocuDriven stayed within budget and they kept to SHA's project timetable. SHA even had DocuDriven scan an additional project when they were finished with the initial digitization project. DocuDriven digitized about 2,000,000 images that amounted to about 750 standard bankers boxes.

Bruce Randall, CEO of DocuDriven, expressed great praise for SHA as a client. "They were very flexible as the Pandemic brought up all sorts of operational, employee, and logistical changes that needed to be met."

THE DOCUDRIVEN DIFFERENCE

Karibo said the following about completing this project with DocuDriven, "SHA has many tenant files with significant challenges that would have been extremely difficult, if not impossible, to handle alone. DocuDriven was very sensitive to the variety and nature of the documents being scanned, the way they were organized, and focused on leaving these documents in the state they were found in. "Importantly, DocuDriven's staff were always willing and able to undergo any HUD required EIV training needed to handle tenant files. DocuDriven has experience digitizing S8, Multifamily, and Tax Credit tenant files which include applications, permanent documents, HAP contracts, HUD forms including 50058's, and certifications.

"With DocuDriven, I cannot emphasize enough the professionalism and integrity they brought to the table and would have no hesitation recommending them to any agency regardless of industry for their document imaging needs."

Collin Karibo
Financial Systems Manager



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 both on-site or off-site.

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