

DOCUDRIVEN HELPS UCP MENTORS TRANSITION TO DIGITAL FILES

Case Study



OVERVIEW

Pages digitized: 400,000+

File drawers scanned: 131

Scanning location: On-site

Cost: Best Competitive Price

Timeline: Ahead of Schedule

"WE ARE VERY HAPPY WITH DOCUDRIVEN'S FINAL PRODUCT. BRUCE AND HIS STAFF WERE VERY NICE AND EASY TO GET ALONG WITH."

-LYNDA WILSON, UCP OREGON ADMINISTRATIVE ASSISTANT

CHALLENGE

UCP Mentors was absorbed into UCP in the fall of 2021 from a different company. The previous company used paper for their customer files. UCP Mentors decided that they needed the files digitized so that they could have better access to their customer files and avoid going into the office to retrieve certain paperwork. They were seeking to free up office space, create easy access to customer files, and streamline their document management.

SOLUTION

The organization received quotes from multiple companies in their search for a company that was affordable, professional, and had excellent communication skills. UCP Mentors found that DocuDriven was the only company they contacted who was willing to come on site and assess the project. After meeting with the DocuDriven team, UCP Mentors decided to hire DocuDriven to digitize all of their documents on-site, an option which provided cost savings. "DocuDriven was by far the best option," stated Lynda Wilson, Administrative Assistant at UCP Oregon. "Having open discussions on what we wanted and what they should do going forward every step of the way was very reassuring."



RESULTS

DocuDriven went about the project without interrupting office functions. "Many of our staff didn't realize they were there for the first couple of weeks," said Wilson. DocuDriven remained communicative throughout the process with weekly checkins "to give an update [on] where they were at with the digitizing process." The DocuDriven scanning team ultimately completed the project ahead of schedule. "Everything was done well and we have had no problems with any of it."

Bruce Randall, CEO of DocuDriven, likewise reported that "UCP Mentors helped make the process easy with their existing organizational processes and communication skills."

THE DOCUDRIVEN DIFFERENCE

When asked why UCP Mentors ultimately chose DocuDriven, Wilson explained, "We chose DocuDriven because they were the only company that could come out and look at the files for a better estimate." DocuDriven also did the digitizing in-office, allowing UCP to have access to files while they were being digitized. "What I liked most was that the DocuDriven staff were professional and friendly. If they had any questions they would make sure they understood exactly what we meant."

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Lynda Wilson
Administrative Assistant



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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