London Borough of
BEXLEY

Case Study

The London Borough of Bexley

Improving Services and Promoting Sustainability by Digitally Archiving over 500,000 Documents per Month

Artists impression of the new Bexleyheath Mall incorporating the New Bexley Civic Offices

Bexley 1st Vision to reality

Bexley 1st is a business transformation programme to improve services, save money, drive regeneration and revitalize communities in the London Borough of Bexley.

A proposed new civic office, alongside investment in mobile and digital technology, aims to bring Council departments together on one site in a paper-light, dynamic and flexible working environment.

About The London Borough of Bexley

Headquarters: Bexleyheath

The London Borough of Bexley in south-east London provides a wide range of services for its local community of almost 220,000 people. It employs more than 4,000 people.
The Council's key role is to serve and champion the interests of the local community. It works hand in hand with the local police, NHS and other partners to improve the well-being, safety and quality of life of its residents.

Councils are awarded ratings on five levels, ranging from zero to four stars. Bexley secured the top 'four-star' rating for the sixth successive year in 2008 and scored top marks in two of the seven areas - Adults' Social Care and Environment. It was judged as 'very good' for Children and Young People's Services, Benefits and Use of Resources.

The challenge

The London Borough of Bexley's document storage exceeded 20,000 archive boxes, the equivalent of 5,000 four-drawer filing cabinets

To fit into the proposed new civic office building, London Borough of Bexley needed to reduce its filing by 80%.

The London Borough of Bexley's document reduction strategy

Retain in hard copy - 2000 boxes max

Recycle / Shred—*if you don't need it* - 4000 boxes min

Scan if you need to use it or retain it long-term - 8000 boxes min

Store if you need to keep it but don't need to use it - 4000 boxes maximum

The final decision to scan in-house was based upon the following external costs:

£3 per cardboard box

£3 to shred

£30 to scan then shred

£5 per annum to store offsite **PLUS** hidden costs of:

Retrieval (= every time a file drawer is opened) £10 (£20 if same day)

Final disposal £10

The solution
eStor

docStor **DocStor**

Implementation

To achieve its target the Council needed to persuade nearly 4,000 staff, in more than 150 teams, across five directorates, to embrace the chosen electronic archiving solution **eStor**, supplied by DocStor Limited, and have their excess paper files scanned.

Pam Smith from Bexley's scanning department worked diligently with each department to understand their exact requirements, and with the assistance of DocStor create unique index fields and search profiles.

As of September 2009, Paul Sutcliffe, Bexley's EDRM project manager, estimated all of the older paper and closed files had been processed using Bexley's internal scanning department, with Bexley scanning and processing over 500,000* paper documents per month.

*This figure does not include active or live files, only closed files.

Pam Smith — Manager
Bexley's Scanning and Printing Department

How eStor helped just one department

"staff soon recognised the value of eStor and without further hesitation, positively embraced the process."

Tony Hughes, Head of Area Teams Highways and Amenities, used Bexley's scanning department to adopt a new way of working as part of their move from Crayford Town Hall to the Foots Cray Depot.

Tony told Bexley's in-house ICT newsletter TechKnow: "Staff were initially apprehensive about the scanning proc-

ess, but once the process was setup and demonstrated to my appointed 'scanning champion' - Len Pegler-Vincent, staff soon recognised the value of **eStor** and without further hesitation, positively embraced the process.

"It has undoubtedly been a major culture change for us all, but the real benefits in file

reduction and storage can clearly be seen, which in contrast to initial thoughts, was helped maintain staff morale in times of major change!"

"Special thanks to Pam Smith, her team and to all my staff in Area Teams, who have helped me achieve my goal, 160,000 plus scanned documents!"

Overcoming barriers and hurdles

The London Borough of Bexley required a simple but cost effective process that enabled each department to define their key information fields and ensure accurate retrieval criteria.

A key factor for any successful project is to keep it simple - to achieve this DocStor produced a printed header sheet software application.

This software enabled users to produce their own bar-coded header sheet with a unique identifier and their own specified index criteria.

The header sheet was then placed at the

beginning of each file before dispatch to Pam's department for scanning.

Using the **eStor DBManager** software, Bexley are able to track each stage of the scanning process and maintain an audit trail for each file being scanned.

By entering the unique barcode identifier number each department could identify the current status of the file within the process, including the indices used. **eStor DBManager** is instrumental to ensure the vast volumes of scanned files could be managed, audited and traced if a query arises

Bexley's scanning department offered a complete, scan, store and shred service. They are extremely experienced and flexible and can meet the demands of each department by simply adding scanning staff as required to meet departmental deadlines.

Pam Smith said: "Training the staff to use the equipment and software is easy and takes no time at all. This has enabled us to increase or decrease the number of part-time staff required during peak periods of scanning."

Just some of the empty file binders that were discarded after the backlog scanning programme

The benefits

Bexley realised the following **eStor** benefits to maximise resources and provides a flexible, smarter working environment for staff in the Borough.

They are also considering an additional eStor modules including Microsoft Office document and email archiving

* Improved service delivery
* Improved accessibility for both internal staff and external remote workers
* Added security encryption for sensitive information
* Time saving
* Access to information Tracing misfiled or lost documents
* Major space saving

* Improved corporate compliance
* Promotes sustainability and an ecological working environment
* Disaster recovery planning
* Improved information collaboration

"Training the staff to use the equipment and software is easy and takes no time at all."

Financial benefits

Most companies do not believe they can achieve the paperless office, Bexley 1st is proving that a 'paper light environment' can be achieved

Introducing **eStor** has significantly reduced Bexley's requirement to generate, print and store paper which will conserve energy and move Bexley 1st closer to a greener more environmentally friendly borough.

Social benefits

Bexley's vision will promote them as a leader amongst Councils trying to achieve a significant step towards a greener, more eco-friendly environment, delivering improved and sustainable services.

Why DocStor Limited and eStor?

DocStor Limited has an enviable track record. It has a proven capability of supplying and supporting other similar sized organisations to the London Borough of Bexley.

DocStor Limited met all the requirements to secure the contract. Both DocStor and the London Borough of Bexley have enjoyed a strong ongoing working relationship for over five years.

DocStor have a blue-chip client base which includes Standard Life, Equiniti, MOD and many more, as with other projects of this size the initial implementation has evolved and been adapted to suit the changing technical and user requirements.

innovative document management solutions

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DocStor

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Login = BLUE

Password = SKY

At the forefront of document storage solutions DocStor have both a range of solutions and the expertise required to assist businesses of all sizes wishing to achieve a paper light environment.

DocStor's own state of the art technology under-pins all our solutions and provides unsurpassed reliability and performance across all solutions
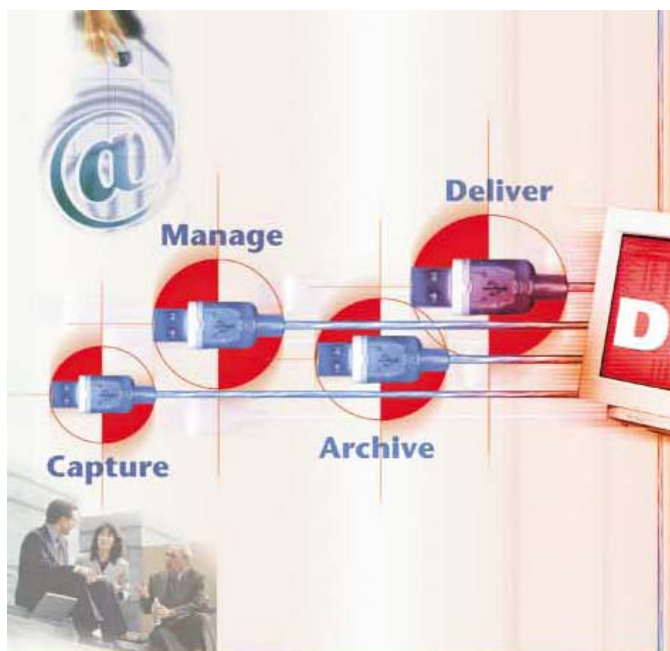
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