

Large Urban Housing Authority Improves Security and Productivity by Digitizing Business Records.

By embracing digital transformation, they not only enhanced their operational efficiency and security but also took a significant step towards sustainability by reducing their reliance on paper.



BACKGROUND

The client company is a large urban Housing Authority, improve the housing and quality of life for the people we serve.

The Xerox team has worked with this customer for over 25 years and have been their Managed Print Services (MPS) provider for more than 10 years. During a 2021 Quarterly Business Review, the team discussed Xerox® Capture & Content Services to convert a backfile of their archived files which were difficult and time consuming to locate.

CASE STUDY SNAPSHOT

The Problem

- Important documents were difficult and time-consuming to locate, posing significant risks in terms of security of information and compliance with regulations.
- The paper-based system hindered collaboration among employees and between the housing authority and its clients.

The Solution

Xerox® Capture and Content Services:

- Imaging production services fully deployed after Customer Acceptance Testing – which happened after a successful initial project.
- All of their business records (people and clients) were addressed.

The Results

- Eliminating risk for them, ensuring compliance, reclaiming space.
- Fantastic Client Satisfaction
- Repeatable solution for other Housing Authorities

CHANGING THE WAY OF HANDLING DOCUMENTS

In the complex ecosystem of urban housing, managing a vast array of documents is a daunting task. Large Urban Housing Authorities in the United States are tasked with the responsibility of ensuring safe, affordable housing to residents, which involves handling a multitude of document types including lease agreements, maintenance records, tenant applications, financial documents, and compliance records.

The paper-intensive nature of these processes not only requires significant physical storage space but also demands extensive manpower to maintain and retrieve these documents. This traditional method of document management is not only inefficient but also poses a significant risk of document loss or damage, making the process of accessing and managing these critical documents difficult and time-consuming.

FROM PAPER TO PIXELS

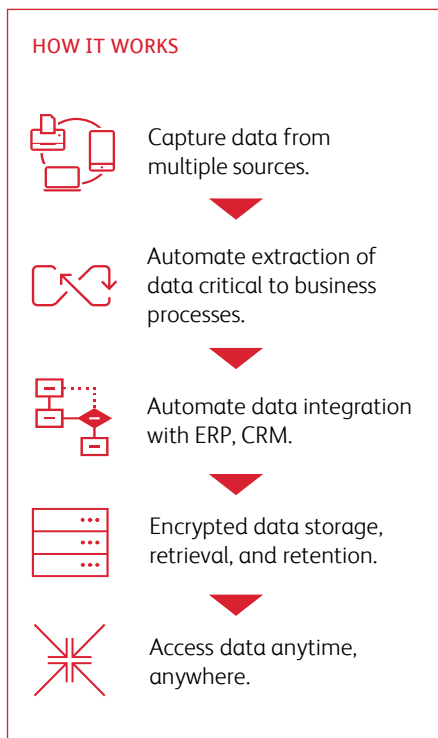
As urban housing authorities grow, so does the volume of their documentation. The reliance on paper-based systems began to severely hamper the efficiency and security of operations for a Large Urban Housing Authority in the US. They faced the critical challenge of digitizing their extensive backfile of employee and client documentation.

The need to ensure the security of sensitive information, coupled with the desire for a more collaborative and efficient way of working, highlighted the limitations of their existing document management system. The paper-based system not only posed risks of data loss and breaches but also slowed down processes, affected compliance, and made information sharing between departments cumbersome.

Recognizing the urgency to modernize their document management approach, this Housing Authority decided to outsource the digitization of all their business records.

This strategic move encompassed the conversion of both internal employee documents and external client files into a digital format. By partnering with Xerox, they embarked on an ambitious project to transform their paper archives into a digital repository.

With Xerox® Capture and Content Services, the Xerox team employed state-of-the-art scanning and document management technologies to accurately convert and categorize the Authority's vast document archives, ensuring that each digitized file was searchable and securely stored in compliance with regulatory requirements.



A SUCCESSFUL, REPEATABLE DELIVERY OF SERVICE

The digitization initiative spearheaded by Xerox marked a turning point for the large urban Housing Authority. The transformation from a paper-based to a digital document management system resulted in several significant achievements:

- **Eliminating Risk:** The digital conversion of records significantly reduced the risk of data loss due to physical damage or misplacement. It also enhanced the security of sensitive information, safeguarding against unauthorized access.
- **Ensuring Compliance:** Digitizing documents ensured that the Housing Authority met regulatory compliance requirements efficiently. Digital records are easier to audit and track, ensuring that the Authority remains compliant with housing regulations and standards.
- **Reclaiming Space:** The shift to digital records freed up substantial physical space previously dedicated to storing paper documents. This reclaimed space could then be repurposed for operational needs, contributing to a more efficient use of resources.
- **Enhancing Efficiency and Collaboration:** With documents now digitized, employees could access and share information instantly, irrespective of their location. This facilitated a more collaborative work environment and streamlined internal processes, leading to faster decision-making and improved service delivery to residents.

This project serves as a model for other urban housing authorities facing similar challenges, demonstrating the tangible benefits of transitioning to a digital document management system.

To learn more about Xerox® Capture and Content Services, visit [xerox.com](https://www.xerox.com)