

# AWARD-WINNING CONTINUING CARE RETIREMENT COMMUNITY THRIVES WITH SMARTSEARCH

## CASE STUDY



**BUSINESS:**  
Continuing Care Retirement Community

**COMPANY:**  
Arbors of Hop Brook

**OBJECTIVES:**  
Reduce dependency on paper, manage documents more efficiently

## SmartSearch helps nationally recognized retirement community streamline its business operations and realize efficiency gains of 45 percent

Seeking to shed its dependence on paper, Arbors of Hop Brook, an award-winning continuing care retirement community, installed SmartSearch. The solution proved so effective that the organization made SmartSearch its enterprise-wide content management solution and is seeing a sizeable return on its investment.

"We adopted SmartSearch to manage medical records and cut down on our use of paper," said Mike Szilvasy, network support technician for Arbors of Hop Brook. "An excellent value, SmartSearch proved to be so easy to learn and use that we began using it for many other business processes, even though we had not initially envisioned this. From just one user, we expanded our use of SmartSearch to 35 users and growing. SmartSearch helped us to reduce dependence on paper, operate more efficiently and quickly paid for itself."

Arbors of Hop Brook is a nationally accredited continuing care retirement community in Manchester, Connecticut that offers an independent, stress-free lifestyle with security, companionship, amenities and services, as well as access to exceptionally high-quality short- and long-term health care. "Arbors residents enjoy the freedom to live as they choose within a vital, dynamic community where they can live life fully," said Managing Partner Paul Liistro. Health care services are provided by Manchester Manor and Vernon Manor, comprehensive recovery and rehabilitation facilities under the same management and ownership. One of the most advanced facilities of its type, Manchester Manor received the prestigious Gold Excellence in Quality Award from the American Health Care Association/National Center for Assisted Living.

Arbors employs several hundred people and maintains more than 125 networked PCs. "We had purchased a legacy solution prior to SmartSearch, but it had never been modernized, was difficult to use and loading updates was troublesome," Szilvasy recalled. "We investigated a number of solutions, but when I saw a SmartSearch demo my reaction was: 'We really have to have this!' SmartSearch is highly compatible with our existing network and is extremely easy to maintain and use. Tasks that took me hours take just minutes now. Because we must comply with HIPAA regulations for privacy and records retention, I really appreciate SmartSearch's security features and its modest footprint on our servers, even after several years of use."

Before installing SmartSearch, Szilvasy reported that Arbors' paper use was "out of control." "When a resident is admitted to the nursing facility," he said, "we must have three separate copies of their records: one for the business office, one for the medical records file and one for the resident. Now we simply scan those records into SmartSearch and make just one paper copy for the resident. If additional paper copies are needed, we can retrieve them instantly at any time."



## ABOUT

### SQUARE 9 SOFTWARES

Square 9 Softworks is a leading developer of innovative, business-centric software solutions including the award-winning SmartSearch Content Management Suite. Dedicated to making content management available to organizations of all sizes, Square 9 Softworks designs solutions built on open architecture and cutting-edge technologies that drive efficiency and productivity across all business applications.

Through decades of experience with content management technologies in business enterprises of all kinds, Square 9 Softworks has acquired a thorough understanding of document-driven business processes. Intensely customer-focused and highly responsive, the company delivers effective, value-driven solutions and has achieved a reputation for excellence in meeting the rapidly evolving needs of its customers.

Square 9 Softworks distributes its solutions exclusively through a network of highly skilled channel partners from its corporate office in New Haven, Connecticut. For further information, visit [www.square-9.com](http://www.square-9.com)

SmartSearch resolved Arbors' costly paper records storage problem. "After keeping documents in our basement for a year or two, we had to box them up and send them to a subcontracted document storage company," Szilvasy explained. "When we needed to retrieve documents, we had to contact the company, wait for them to bring us the boxes in which we hoped we had stored the documents and look for them. And we had to pay a fee each time."

During audits, SmartSearch is an especially valuable ally. "Businesses like Arbors are subject to frequent audits by state and federal authorities," Szilvasy continued. "This required us to retrieve many boxes of documents on an ongoing basis and at great expense. Now, instead of providing authorities with massive amounts of printed documents, we supply the information on discs. This makes a favorable impression on the auditors. In addition, having information backed up electronically ensures against losing critical documents."

Over a period of several years, Arbors broadened its use of SmartSearch to streamline many other business functions and save money, including accounts payable and receivable. "When our AP staff cuts checks now, they no longer print copies; they simply scan the checks into SmartSearch along with the corresponding invoices," Szilvasy explained. "Whenever questions arise, all of the necessary information is at the staff's fingertips and nothing gets lost."

Today, Arbors uses SmartSearch to efficiently and securely manage contracts, insurance certificates, marketing documents and vendor quotations. Recently, it began using SmartSearch for communications-related documents and Szilvasy is incorporating SmartSearch into Arbors' human resources and payroll functions as well. "SmartSearch is our enterprise-wide content management system," he said.

What about ROI? "I estimate that the 35 employees currently using SmartSearch are 45 percent more efficient overall," Szilvasy said. "SmartSearch not only helps us do our jobs better, it also helps us to provide better service for residents because it frees up our time and allows us to perform other tasks that help make Arbors a more comfortable and enjoyable place to live," he said.

"I believe very strongly in SmartSearch," Szilvasy concluded. "I not only recommend SmartSearch to others very highly, but I actually demonstrate the solution to them, showing them how we have been able to use it so successfully."