

CONSTRUCTION COMPANY INCREASES INFORMATION ACCESS TIMES WHILE IMPROVING CUSTOMER SERVICE

CASE STUDY



BUSINESS:
Construction

COMPANY:
Cherry Hill Construction

OBJECTIVES:
Increase information
access while improving
Customer Service

The Contracting Industry is certainly not without its paperwork. Just ask Cherry Hill Construction, a Branford, CT based Construction Company specializing in site work demolition and Asbestos abatement. Cherry Hill Construction is a family owned and operated company which has served the Connecticut market for more than 50 years. Its three generations of experience and a strong commitment to excellence has firmly established Cherry Hill Construction as an industry leader.

One of Cherry Hill Construction's services is a roll off dumpster division which includes the management of over 800 containers. These containers serve both residential and commercial customers with a means for disposing materials from clean ups and construction projects. On any given day Cherry Hill Construction will process hundreds of transactions consisting of a variety of documents including; Order Tickets, Delivery Tickets, Pick Up Tickets and of course the payment record.

All of this paperwork needs to be accessible for servicing customer accounts but it also needs to be retained for 7 years as mandated by the IRS. The process for managing all of this paper in the past was to simply bundle each day's work into packets which would be boxed by the month for future reference. The issue was when a customer called looking for copy of their receipt or with a question regarding details on the sale. At that point a member of the Cherry Hill Construction staff needed to locate the box with the proper month. Find the bundle for the day in question and then search inside that bundle for the correct transaction. This process could take anywhere from 5 to 25 minutes to retrieve a single record.

The team at Cherry Hill Construction knew that this process could be improved and turned to Square 9 Softworks partner Connecticut Business Systems (CBS) and their local representative Ken Vilar for the solution. "The answer was simple" said Vilar, "we were providing them with a multifunction printer with scanning capabilities. Cherry Hill Construction just needed a way to manage the scanned images so that they could be retrieved with ease".

Vilar recommended bundling the SmartSearch document management system with their MFP equipment to provide a complete document management solution. The result was a dramatic decrease in retrieval time from 5 to 25 minutes down to just a few seconds. "SmartSearch really works well with what we do" said Becky Thayer, Cherry Hill Construction's Office Manager.

Cherry Hill Construction has now captured all sales transactions for 2006 and 2007 YTD into SmartSearch. They have also begun to capture Human Resource records for their more than 180 employees and Service Reports on their heavy equipment which will further eliminate paper based filing. Based on the results Cherry Hill Construction has achieved to date, their intention is to further expand the use of SmartSearch in 2008 with new applications for scanning and additional user licenses.



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