

# SMARTSEARCH HELPS TO FEED THE HUNGRY

## CASE STUDY



**BUSINESS:**  
Food Bank (Non-Profit)

**COMPANY:**  
Community FoodBank  
of New Jersey

**OBJECTIVES:**  
Eliminate paper documents;  
operate more economically,  
efficiently and securely;  
simplify accounting and  
auditing processes

## SmartSearch is helping the nation's second-largest food bank to eliminate paper documents so it can fulfill its humanitarian mission more economically and efficiently

The second-largest food bank in the United States was born in the very humblest of circumstances. The Community FoodBank of New Jersey began when its founder, President and CEO Kathleen DiChiara, began distributing groceries out of the trunk of her car in 1975. The FoodBank became part of the Archdiocese of Newark that year and by the end of its first year had distributed nearly 2 million pounds of groceries.

Today, the FoodBank operates from a 280,000 square-foot facility in Hillside, New Jersey. It also operates a 30,000 square-foot warehouse in Egg Harbor Township near Atlantic City. In 2010 the FoodBank distributed nearly 40 million pounds of food and groceries, ultimately serving 1,500 non-profit programs including 436 programs served by its Partner Distribution Organizations. Through their combined efforts, they assist 900,000 low-income people in 18 of New Jersey's 21 counties.

"We share a common mission with other food banks," said Chief Financial Officer Bob Barry. "What makes the Community FoodBank of New Jersey truly unique is how much we have grown. In addition, as a non-profit, we operate very efficiently. The FoodBank's administrative costs are less than four percent of our total expenses. This efficiency allows us to be more effective in fulfilling our mission." A desire to "go green" and achieve even greater efficiency ultimately led the FoodBank to SmartSearch.

"I wanted to take us paperless because there are so many efficiencies that flow from reducing dependence on paper," Barry explained. "By using SmartSearch to eliminate paper records, we are able to operate more efficiently and we no longer have to worry about misplacing critical documents or losing them during a fire or natural disaster. That was a real comfort during Tropical Storm Irene, which deposited five feet of water on our doorstep. In addition, we found out quickly that SmartSearch could save us a great deal of time during audits."

Barry explained that SmartSearch integrated seamlessly with the FoodBank's Navision accounting software package and that the solution's ease of use and value were important selling points. "I challenged my IT Department to find an electronic content management system that would allow us to go paperless with our vendor invoices," he said. "Following a short demonstration of what SmartSearch could do, we decided to purchase it on the spot. The actual installation took only a day or two."

The Community FoodBank of New Jersey uses SmartSearch to quickly process and safely store vendor invoices of every kind. "Using SmartSearch could not be simpler," said Senior Accountant Kristi Savell. After a check run has been finalized and the checks have been signed, copies of the checks are scanned into SmartSearch along with the related invoices and other documents using a dedicated scanner.



## ABOUT SQUARE 9 SOFTWORKS

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)

The documents are then indexed by check number and other criteria, making them easy to access when needed.

Because they now reside securely in SmartSearch, the paper documents can be discarded. "We no longer have to maintain copies of those paper documents and we don't have to worry about how or when to eventually destroy them," Savell said. "Before SmartSearch, those documents had to be filed manually and took up a lot of storage space. An annual set of invoices consumed a five-drawer lateral file cabinet. After a period of time, the files had to be transferred into six or seven file storage boxes for long-term storage. Thanks to SmartSearch, we no longer need to do that."

"One of the ways in which SmartSearch has really proven its worth is during audits," Barry said. "SmartSearch's design is very intuitive and so easy to use that outside auditors can use it with very little training," he explained. "We just show the auditors how to use it and they can navigate to the documents they need. This means that we don't need to take the time to find and retrieve documents for them. And because they are indexed by key criteria and can't be misfiled, we don't have to struggle to locate misplaced documents."

"Using SmartSearch during audits has resulted in a huge time savings for us," Barry continued. "The FoodBank gets an annual fiscal audit and is also subjected to state audits for a variety of programs so we must undergo three or more audits annually. In addition to various other efficiencies, I estimate that using SmartSearch saves our Accounting Department employees at least two full weeks each year."

Within only six months of implementing the solution, SmartSearch has proven so effective in managing invoices for the Accounting Department that the FoodBank plans to use the solution to manage the voluminous files for its Partner Distribution Organizations and vital human resources records.

"I would definitely recommend SmartSearch," Savell concluded. "Vendor invoices can no longer be misfiled and we don't have to leave our desks to find them anymore so SmartSearch saves us a great deal of time." Barry agreed. "SmartSearch has helped the Community FoodBank of New Jersey to operate more economically and efficiently. It also gives us tremendous peace of mind knowing that important documents are backed up securely. Auditors absolutely love SmartSearch and I have heard nothing but great things about it from my staff. SmartSearch has worked out extremely well for us."