



Remuera Gardens Village partners with FileVision to streamline corporate information management

Situated in New Zealand's most populous city, Auckland, Remuera Gardens is a well-established retirement village set in seven acres of grounds and gardens in the popular suburb of Remuera. The organization has been servicing the needs of the elderly community for over seventeen years and provides independent living in individual apartments, independent serviced accommodation in studio apartments, and rest home care in the 32-bed Kensington House. With many clients utilizing different levels of service offered by the village, maintaining client records can become a time consuming process in relation to both the filing and retrieval of information.

Maurice Hall, General Manager of Remuera Gardens said that over the time they had been operating, maintaining thousands of historic records has placed undue pressure on storage space, the process of communicating information, and in staff time spent retrieving documents. "The collection of thousands of records over seventeen years has meant valuable space is being used for storing paper documents which we will be able to file electronically with FileVision", said Mr Hall.

Significant improvement is expected also in communication between staff. "Historically communication between staff members has been by memo which can contribute to delays in the delivery of information across the organization."

"The regular filing of current documents always requires considerable time and care to ensure that they can be readily retrieved. In our case further time is spent in this area as current documents need to be referred to on a regular basis", said Mr Hall.

Three main areas Remuera wished to improve were:

- Document management and storage
- Sharing of information
- Time spent filing and retrieving information

The search for the right provider

During an extensive search for the right solution to help them to streamline their processes, the management team at Remuera Gardens were impressed with the information they gathered when they inquired into the FileVision software. "We learned that the FileVision software package covered the demanding activities of not only document management but also client relationship management, workflow processes and contract management", said Mr Hall.

While the software package offered a streamlined solution to many of the areas Remuera wished to improve, their decision to move forward was also based on the transparency of FileVision in relation to their previous projects. "The support and openness of FileVision and their staff in providing access

to established clients convinced us of the value in investing in the software and the organization", said Mr Hall.



The added benefits of FileVision

Because of the time and space saving that Remuera Gardens would experience by installing the FileVision system, they made the decision to improve and upgrade their computer network at the same time. "After consultation with the Directors and Heads of Departments we decided to upgrade our network to fully utilize the new processes we would be putting in place", stated Mr Hall.

The planning required to install and customize the new system has meant that the many staff involved have also had to focus on the procedures used by the organization. "We have all gained great advantages from stepping back and looking at the way we do things and the support that FileVision has given us in this area has been great", said Mr Hall.

During the installation of the system the management of Remuera Gardens recognized the advantages that would be gained from the simplified document management processes that FileVision offered. "It became clear to us that we could simplify our work procedures. Our staff are already beginning to see the benefits of this", said Mr Hall. "Furthermore, the staff at FileVision have customized the system to suit the particular needs of our organization and the project has been completed in line with our timeframes and budget."

The outcome for Remuera Gardens

While the long-term benefits of the FileVision system have yet to fully impact on Remuera Gardens the staff and management are very pleased with the progress to date.

"Our staff communications are now conducted through emails across our network and this has immediately simplified this aspect of our operation with many of our staff enjoying the



improved communication", said Mr Hall. An interesting benefit of the system for the staff at Remuera has been the opportunity to increase and improve their computer skills. "Staff who previously had limited computer skills have now developed these by being part of the implementation of FileVision. They are now at the stage where they will be able to take full advantage of the system".

Long-term benefits for Remuera Gardens

- Reduction in staff time spent filing client records
- Reduction in staff time spent retrieving both historical and current client records
- Faster and more effective sharing of information
- Greater levels of access to information

About FileVision

FileVision is a privately-held global software company that develops information relationship management software. Our solution, FileVision, enables organizations to bridge the gap between digital content and paper documents by easily and strategically creating relationships between important, disparate pieces of information. Government, healthcare and financial services organizations worldwide rely on our technology to help them intelligently link and match documents to important data objects such as people, companies, processes and assets, resulting in improved communications, enhanced customer service and immediate access to information and relationships within the data. FileVision is headquartered in Atlanta, GA with offices in the UK, New Zealand and Australia. For more information, please visit us at www.filevision.com.

About Fraame Solutions, Ltd.

Fraame Solutions offers business solutions, particularly in the health and social care services sectors. Established by Gavin Wright, the chair of the New Zealand Health IT Cluster, Fraame has offices in Christchurch, New Zealand and Sydney, Australia.

FileVision Benefits

- Improved efficiency and reduced overhead
- Faster and more effective sharing of information
- Easier access to information
- Improved communications