

# documotive



## The brief

Irvine Housing Association wanted to reduce its paper storage requirements, cut down on the time taken locating documents and improve data security. It needed a solution powerful enough to manage documentation across the whole organisation with the flexibility to link to existing systems.

## The solution

The implementation of Documotive's Integrated Document Management System for Irvine Housing Associations' HR documents and Housing Tenancy files.

## Outcome

As an expanding social housing provider based in Ayrshire, Irvine Housing Association recognised that it would be beneficial to address issues including paper storage, customer service efficiency and data security, in order to maintain the high standard of service which its customers had come to expect.

Following an extensive review of service providers, Irvine Housing Association selected Documotive to provide a document management system which was capable of full integration with its existing systems and had the capability of being rolled out to additional departments in the future. Documotive's specialised knowledge of the social housing sector, and the data protection issues which it faces, was one of the major deciding factors when Irvine was choosing its supplier.

IT manager, Angus MacLeod, explains: "Data protection and security are enormously important to Irvine Housing Association as many of the HR and housing tenancy documents are potentially sensitive. It is paramount that we maintain both employee and customer confidentiality. The Documotive system provides a paper-free audit trail which can be traced back to see exactly which authorised personnel have accessed documents and for what purpose. This feature is invaluable, especially given the recent high-profile cases of lost data."

Storing all of the Housing Tenancy files electronically also meets the Association's commitment to sustainability and environmentally-sound working practices. Angus MacLeod elaborates:

"As a progressive organisation, the Association is keen to introduce environmentally-friendly ways of working wherever possible. The long-term strategy is to store all of the Association's documentation electronically, therefore eradicating the need for paper storage altogether. Documotive's system is integrated to both IBS OPENHousing and OPENPeople and by hosting all documents in this way, any negative impacts on the environment are greatly reduced."