



## Liverpool City Council

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**Liverpool City Council is the latest addition to the large number of City and Borough Councils that successfully make use of DocuWare products to streamline the handling of their vast amount of documents.**

Liverpool City Council decided to take the first step approximately six months ago. The administrative offices for their approximately 40,000 houses and apartments – set up as rentals, shelters or supported living accommodations - was swamped with paperwork and documentation. They needed help.

#### Diverse archiving requirements

One large component is the storage of safety certificates for the facilities' gas and electrical appliances. The storage of these documents is required by law and it took up a lot of valuable office space. It was also nearly impossible to find the right certificate quickly, particularly when there were inquiries. Each year 60,000 new certificates for gas appliances as well as another 60,000 for electrical appliances need to be stored. All certificates have to be kept for five years — so that at any given time, the city council had to manage 600,000 safety certificates with some of them consisting of up to three pages.

#### Fast access through DocuWare

Today, all this is done electronically with DocuWare products. After an inspection of one of the facilities has been carried out, the property inspector issues a certificate that is scanned using a high volume Fujitsu 3097DG scanner. The certificate is then stored in the DocuWare file cabinet, indexed with all relevant information such as boiler type, date of installation and, of course, the address where it is installed. Now, everybody can retrieve documents from the central file cabinet to answer any customer inquiries right away.

#### Improved maintenance

DocuWare can then be used to provide tenants with advanced warning notices in cases where the gas or electrical supply has to be switched off in one street or even in a whole area. They simply start a search in

<b>Sector:</b>	Public Administration
<b>Problem:</b>	Enormous amounts of security certificates
<b>Solution:</b>	DocuWare document management system
<b>Benefit:</b>	Faster document retrieval, better customer service



the DocuWare database for a particular street name and all their tenants living in this street will be displayed. DocuWare is also very helpful when it



comes to budgeting requirements for new appliances. If the city council decides to replace old boilers, they now simply search for the installation date and/or the boiler type and know exactly which and how many boilers have to be replaced. "DocuWare made our lives so much easier. I don't even want to think back when we had to handle these vast amounts of paper manually," says Dave Woods, senior mechanical inspector for the Liverpool City Council. Currently 15 to 20 people are working with the system. After the council has finished its extensive transition to a new network, thoughts are to expand the DocuWare installation – especially into different departments.

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