

FileBound

Document management solution reclaims office space for Trumbull County Veterans Service Commission

Trumbull County Veterans Service Commission turns to GBS

Trumbull County Veterans Service Commission (TCVSC) has 10 employees and is located in Warren, Ohio. They assist veterans and dependants in obtaining Federal, State, and County Benefits. The Veterans Service Commission (formerly known as the Soldiers Relief Commission) was established on May 19, 1886, for the purpose of assisting Honorably Discharged Veterans and their minor children, spouse, and widows, who have met with an unexpected hardship resulting from lack of employment, illness or injury.

GBS conducted a FileBound and Conversion Service presentation for Trumbull County, which was attended by the Veteran Commission. During this presentation, we were able to discover current challenges faced by their organization.

Trumbull County Veterans Commission was running out of storage room for their paper files and needed to reclaim office space. They needed a quick and cost-effective way to convert their paper files to electronic format. Once converted to electronic format, they needed to be able to take the electronic content and import it into their new Virtual Veterans software system. TCVSC also wanted to have a plan in place in case they lost their documents due to an unforeseen accident.

A reliable solution

GBS was able to provide Trumbull County Veterans Service Commission with our Conversion Services. This solution gives them robust and flexible retrieval functionality. TCVSC can now enjoy the benefits of document imaging without the challenges of managing the document conversion process. Our Conversion Service Center has provided them with a state-of-the-art facility that enables their documents to be processed to digital format efficiently and securely. We were also able to provide TCVSC with index automation tools such as barcode recognition, OCR (Optical Character Recognition), and data matching from external sources.

GBS had the processes and infrastructure in place that enabled us to complete their scanning requirements in a timely fashion. Because we are a local company, we had the ability to pick up their files in phases. This was important to them because they access these files often, and need to have them readily available. This enabled TCVSC to have the majority of their files on their premises, while we worked on a selected portion of them. Most importantly, we were able to get our solution in place within 45 days, which was ahead of the timeline set by TCVSC.

Conversion Services

The GBS Conversion Service Center provides customers with state-of-the-art technologies that enable their documents to be processed to digital format efficiently and securely. The facility is equipped with electronic key card security. Access to the documents is highly restricted and monitored by security cameras.

Document Management Solution

Imagine a single application that helps you track documents and provides the capability to convert them into digital images for storage and retrieval. We did, and then we created easy-to-use software that replicates the workflow of a paper-based system.

FileBound provides companies a more efficient method for locating, retrieving, updating, managing, and disseminating paper files and electronic records. It lowers operating costs by reducing administrative efforts and improves profitability by making more time available for primary business activities.



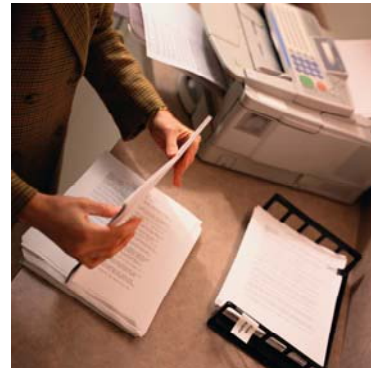
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Trumbull County Veterans Service Commission felt very comfortable with GBS because we ensured the security of their documents, used our own employees to do pickups and drop-offs of files, and were a credible local company.

As stated by Herman Breuer, CVSO of Trumbull County Veterans Service Commission, **“GBS made our transition to paperless seamless. They did it in a few different phases which gave us access to the majority of files, while they worked on a portion of them. They designed a document reader which allows us to reference our veterans by name, Social Security Number, or claim number. All of the paper information is now at our fingertips. GBS was both very accommodating and professional.”**

FileBound provides efficiencies and time savings

Trumbull County Veterans Service Commission has now reclaimed office space that was originally occupied by their filing cabinets. They have realized a 60% time savings in the retrieval of their documents. Most importantly, they have a disaster recovery solution, which provides electronic documentation. Our solution has improved customer service for their clients, because Trumbull County Veterans Service Commission is now able to handle questions and paperwork in a fast and efficient manner.



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