

Business:

Engineering, construction, operations and facilities maintenance services

Company:

A/Z Corporation

Objectives:

Ensure the security and safety of confidential client documents; eliminate cumbersome paper records; operate more efficiently and productively



GlobalSearch: For Your Eyes Only

A leading engineering and construction firm turns to GlobalSearch to securely manage confidential client documents and sees efficiency gains throughout the company

A/Z Corporation is a privately-held, industry-leading engineering, construction, operations, and integrated facility maintenance services provider. Headquartered in North Stonington, Connecticut, the company supports a wide range of industries including life sciences, specialty manufacturing, corporate, institutional, higher education, healthcare and hospitality, plus private organizations, nonprofits, municipalities and the federal government.

"Our goal is to provide the highest levels of quality and value to the clients we support in a wide range of technology-driven industries," said Derek Anderson, the company's Support Services Administrator. "We have upheld this commitment for more than 45 years through the efforts of our dedicated team members and our unique combination of in-house resources. We were recognized as a top workplace in 2011 and 2012 in a statewide study conducted by Workplace Dynamics. Our greatest asset is our team members, and we take pride in recruiting and retaining the industry's most talented individuals."

A rapidly growing organization with an average employment base of 400 employees and four regional offices, A/Z Corporation had begun researching enterprise content management (ECM) solutions to help ensure the security of countless client documents for which it was responsible. Failing in this was not an option, and company executives selected GlobalSearch on the strength of its security features and administrative controls.

After implementing GlobalSearch, however, A/Z Corporation quickly expanded its use of the solution and it is now the company's enterprise-wide ECM system. Replacing a shared network drive, GlobalSearch not only serves as A/Z

Corporation's secure repository for documents of all kinds across the organization, but has streamlined many essential business processes, leading to dramatic increases in productivity.

"GlobalSearch has made us a much more efficient and productive company, especially with regard to managing risks," Anderson said. "We sign non-disclosure agreements with many of our clients so it is vital that we uphold our end of that bargain and maintain the confidentiality of their documents. GlobalSearch allows us to restrict document access only to individuals assigned to specific projects and lets us securely route those documents to authorized users."

Simply managing paper documents had been another enormous challenge. "Buried in paper, we found it very difficult to keep up with filing and were constantly searching for documents," Anderson confided. "GlobalSearch relieved us from having to print large volumes of cumbersome paper documents, including large engineering drawings, saving us valuable time and the cost of expensive paper and ink supplies."

"GlobalSearch is so much more intuitive and user friendly than any other solution we researched," Anderson recalled. "GlobalSearch's advanced capture, KeyFree Indexing, Zonal OCR and other features virtually eliminated manual filing and made it easy to quickly scan, store and retrieve documents. With GlobalSearch we have achieved a level of consistency and uniformity in document handling that would be impossible with paper. Confidential and irreplaceable documents are now routinely backed up daily, giving us great peace of mind."

Nearly all departments in A/Z Corporation are utilizing GlobalSearch to organize and streamline a multitude of business functions including finance, estimating, procurement, project management, project controls and engineering. GlobalSearch is being used to manage field reports, safety documents, submittals, engineering drawings and many other document types, and has become an essential tool for maintaining the company's fleet of more than 100 cars and trucks.

The Finance Department is using GlobalSearch's advanced workflow capabilities to operate more accurately and efficiently. The department generates a work in progress report and a labor forecast that project managers must update and return regularly. Manually updating and transmitting them had been very awkward and time consuming. Using work-flows created within GlobalSearch, however, the process has been streamlined. After receiving e-mail notifications, project managers simply update the reports within GlobalSearch.

A/Z Corporation measures its return on investment (ROI) with GlobalSearch by the level of document security and the savings generated from greater efficiency. "GlobalSearch has provided an extremely high level of security and safety which we could not have achieved using paper," Anderson said. "While the results of other companies using GlobalSearch may be different, we are seeing efficiency gains across various business functions. Ridding ourselves of paper has also allowed us to virtually eliminate the considerable time and expense of printing and storing paper copies."

Beginning with only 10 concurrent seat licenses, A/Z Corporation now uses GlobalSearch Corporate Edition and has 25 concurrent seat licenses. Based on the number of

simultaneous users rather than individual users, concurrent licensing adds value for customers concurrent licensing adds value for customers by helping them utilize GlobalSearch in the most cost-effective manner. "In the very near future, we will probably need to expand again because we are continually finding more ways to use GlobalSearch," Anderson said.

"We have had great success with GlobalSearch and I highly recommend it," Anderson offered. "The team at Square 9 has been very helpful and always extremely diligent in finding solutions to our unique needs. For individuals considering an ECM solution, I would strongly suggest visiting Square 9's website and watching a brief demonstration video. However large or small your organization, you may benefit from implementing a GlobalSearch solution."

About Square 9 Softworks

Square 9 Softworks is a leading developer of innovative, business-centric software solutions including the award-winning GlobalSearch 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**.