



UBS Helps RochesterWorks! Save Time And Money

RochesterWorks! is a nonprofit employment agency based in Rochester, New York that provides specialized services to businesses and job-seekers. They came to UBS because they needed help organizing paper records full of private, detailed information.

BUFFALO

316 Seneca Street
Buffalo, NY 14204
Phone: 716.854.4122
Fax: 716.847.2064



Solutions • Technology • Trust

800.293.4122 | ubswny.com

ROCHESTER

2 Townline Circle
Rochester, NY 14623
Phone: 585.321.9303
Fax: 585.321.6563

The Challenge

What held them back.

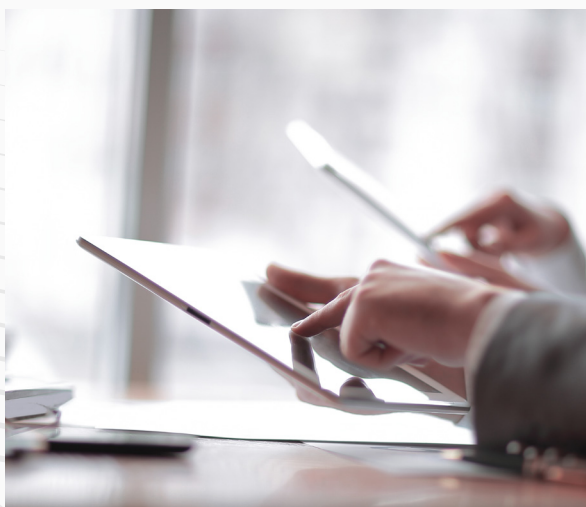
RochesterWorks! generates a ton of paperwork and their staff often complained about their inability to retrieve documents in a timely manner. If someone misplaced a file, the office would quickly become a nightmare, taking days to search for just one piece of paper. The team had become so accustomed to this chaotic environment that they had no idea it was even a problem. We saw this as an opportunity to significantly streamline; not only their organizational habits but also their current workflow processes, which would ultimately create more overall operating efficiencies within the organization.



The Solution

Getting back on track.

As a nonprofit, the organization is always struggling to get funding. But with a NYS grant, the team was able to purchase our document management software and achieve greater efficiencies in productivity. As of today, about 75% of the company is using the Square9 Document Management system. This solution has improved the internal processes immensely by allowing team members to scan, upload, and send documents to a safe, centralized location and retrieve them later without issue.



How we made it happen:

- Helped refine the current processes through the creation of an integrated and automated archive system
- Implemented and trained their teams on the new solution
- Worked with the management team to alleviate any challenges
- Introduced and integrated an up-to-date fleet of hardware devices that complemented their solution by adding even further efficiencies

“We’ve recognized the immediate time savings that the solution has created for our team.”

- Shawn Curran, RochesterWorks! Technology Manager

The Results

Looking forward to the future.

The RochesterWorks! team was a bit skeptical at first, but since adopting the system less than a year ago, they’ve already seen huge improvements in their workflow processes. The quick search-and-retrieve feature is essential to staying organized and saving time by eliminating the need to flip through dozens of folders. The team has phased out a significant amount of paper by using strategically placed desktop scanners and copy/mfp devices and they’re hoping to eventually phase out paper completely, which will be a huge cost savings for their organization.



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Solutions • Technology • Trust
800.293.4122 | ubswny.com

ROCHESTER
2 Townline Circle
Rochester, NY 14623
Phone: 585.321.9303
Fax: 585.321.6563