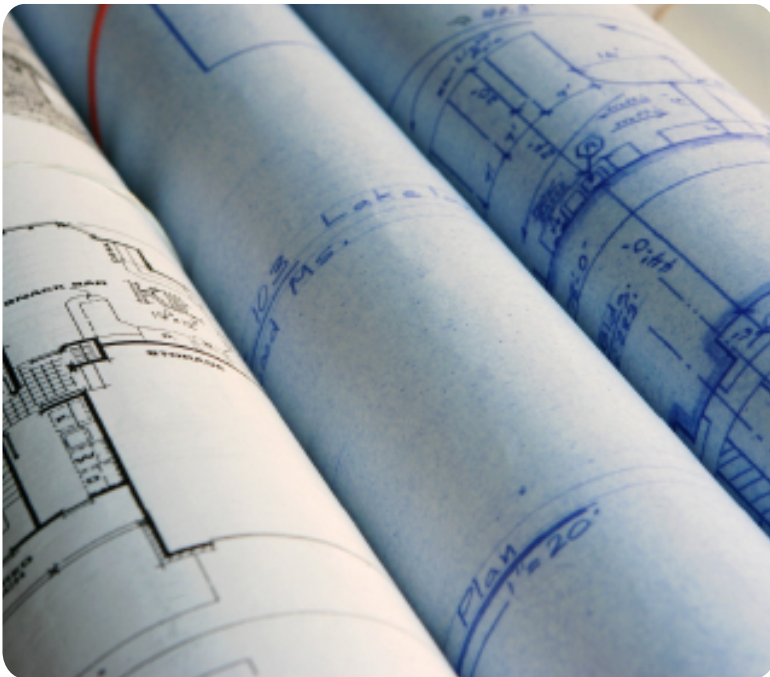


# Case Study

## Construction: Dixons Contractors



Founded in 1973, Dixons Contractors, is one of Northern Ireland's leading Construction Companies and has gained a reputation for quality workmanship and attention to detail.

The 50 employees (13 office based) deal with up to 200 subcontractors for projects including school refurbishments, new build housing associations, leisure centres and, more recently, the new corporate facilities at Down Royal Racecourse.

Every project is viewed as a partnership, an approach that encourages the sharing of ideas/innovations from all members of the team.

***"The ISO auditors were impressed with the Invu Document Management system, knowing that all our documents were stored securely. Each one had an audit trail and they were all legally admissible. Everything was in order; they could find any document quickly and easily - because of this we passed with flying colours."***

Julie O'Hagan, Office Manager,  
Dixons Contractors



### The Problem

Dixons Contractors' had an ever increasing paper mountain. Each new project created additional documentation from project plans, building plans, invoices, minutes of meetings, HR documents and training records. In tandem with a review of the accounting package in use, a document management solution was considered. Dixons was also eager to reduce its carbon footprint and go greener in the office, recognizing that a decline in printing and paper consumption would also reduce its costs.

### The Solution

Julie O'Hagan, Office Manager at Dixons explained, "We wanted to ensure that documents from each department were stored in one area, giving direct access to everyone. We were due to implement Easybuild - Invu Document Management was recommended because of the direct and simple integration between the two packages. We could see the benefits immediately. There was no need to look at another system." 15 Licences of Invu for Business were purchased in February 2009 together with integration with Easybuild.

Integrates with:



“The efficiency savings add up and it’s good to know we are saving the environment at the same time.”

Julie O’Hagan, Office Manager  
Dixons Contractors

## The Benefits

### Simple Integration Capabilities

Dixons now scans all invoices and proof of delivery slips - the information is automatically extracted to the Easybuild accounts package. Julie O’Hagan explained, “By scanning our invoices and POD’s we have all the information in one system. Everything is always up to date. It also ensures there are no manual errors and all documents can be shredded, negating the need for filing cabinets.”

### Audit Compliance

All Dixon’s key information is now stored within Invu Document Management’s secure repository. Invu provides instant searching on both document attributes and full document content. All documents are encrypted and there is a full audit trail. This reduces the time required for all audits considerably, transforming a previously drawn-out process to a simple and straightforward procedure. Julie commented “We achieved ISO9000 compliance in 2009. So when the auditors arrived this year they were impressed with the Invu Document Management system, knowing that all our documents were stored securely. Each one had an audit trail and they were all legally admissible. Everything was in order; they could find any document quickly and easily - because of this we passed with flying colours.”

### Going Green

Since starting to scan all documents to Invu Dixons has seen a continual reduction in paper consumption. Storage issues have also been eased. Dixons has now started the process of bringing all older documents into Invu Document Management. Any redundant documents are shredded and recycled. Julie explained “Invu Document Management has allowed Dixons to become greener overnight. We no longer need to print documents. Any new documents are created within Invu using the Microsoft Office add-in feature and then stored directly with Invu. Incoming paperwork such as invoices or post is scanned in and then shredded for recycling. The efficiency savings add up and it’s good to know we are saving the environment at the same time.”

### Improved client service

Invu has made a real difference to client service. Julie continued, “We have all the information to hand - so when clients phone up with queries, they’re not left on hold whilst we search the filing cabinets. Queries are settled immediately. A nice side effect is that this also reduces our phone bills. We’ve also seen internal benefits - as an organisation we encourage the sharing of ideas and innovations. Invu helps us by enabling us all to have instant access to more information.”

### Swift Adoption

Invu Document Management was implemented after the financial year-end to mitigate the risk of any down-time. Once the software was installed, employees could use it immediately. “Staff were cautious at first,” commented Julie, “but Invu is so intuitive. It’s similar to Microsoft Outlook and easy to use. Using Invu meant a new way of thinking but it took no time before we were all up and running. We could see the benefits to the company and to our own daily tasks.”

## The Future

Dixons captures all incoming emails to Invu’s secure repository, but at the moment all emails are manually moved to client folders. Julie explained “We can now see the benefits of filing all emails within the client folders. We never lose an email and it enables us to release key information that used to be stored in personal Outlook folders. The next stage will be to adopt Invu Email Capture to automatically capture and file emails direct to client files and reduce our administrative tasks further.”

### About Invu

Invu develops software that incorporates document management, content management, workflow, automation and collaboration specialising in solutions for the mid-market and smaller businesses.

Also known as the paperless office, Invu typically gives a return on investment in under six months, allowing companies to see efficiency savings in terms of both money and time.

Invu’s Open Search integration allows SharePoint users to fully utilise the benefits of WSS or MOSS whilst retaining the functions of specialist document and content management.

Invu’s solutions enable automated scan, capture and management, processing and output transformation.

Invu also integrates with all major accounting systems including Sage and IRIS, as well as ERP and CRM systems.

Dixons Contractors implemented their Invu software with Invu reseller Copifax. Contact Invu for more details.