

# “Pearl’s document management solution was the answer to our filing nightmares” ... Said Jeremy Dorkins PSG (Kingston)

## Overview

Jeremy Dorkins and Sarah Fillsell at PSG (Kingston) provide conveyance searches for solicitors and estate agencies to their surrounding area, and were having problems with their filing, storage and retrieval. As their daily work involve generating heavy paper work, faxes, e-mails etc.

## Key Issues

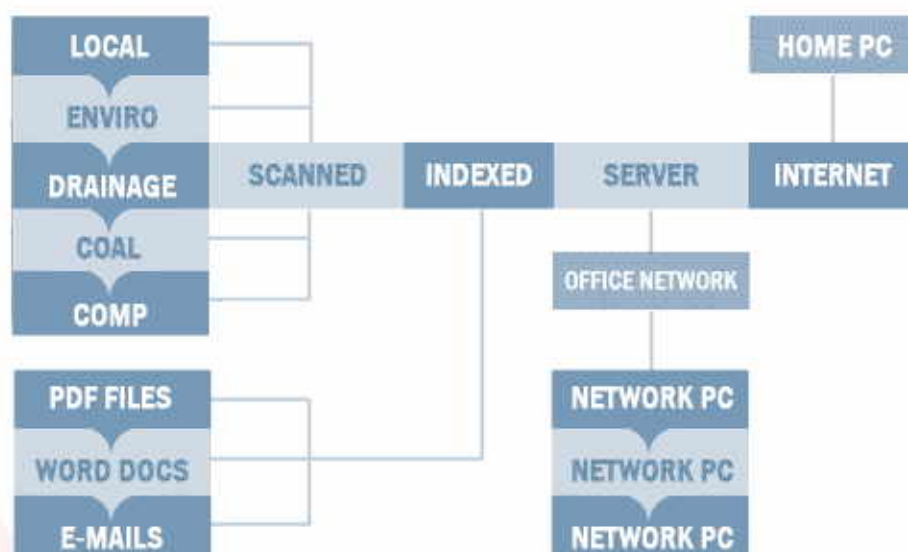
The key issue was to find a solution which enable them to streamline their filing management structure in a way which would then provide centralised access to all their documents as well as save them space, cost and most importantly time. As most of these documents are legally required to be kept for a minimum of around 7 years, it then became imperative to find a format which would protect these documents against any natural or man made disasters.

Jeremy and Sarah turned to Pearl for a solution and arranged a meeting to demonstrate a method which would overcome all the above issues.

## The Solution

Pearl took the project on board and proposed a solution in two stages.

## The PSG Searches Management Flow Chart



*Our Search Management Solutions has been tailored to PSG’s working practices and is based on feedback from the many PSG franchise who save money every day by using Pearl Scan Solutions.*

## Stage 1

Stage one was to scan and index all the backlog searches and convert them into an electronic library.

## Stage 2

Once stage 1 was completed the next step was to design an in-house document management system which would enable them to scan and index all their daily paper work as well as to archive all the PDF, e-mails and letters etc.

We then installed this easy to use management system to allow Jeremy and Sarah to scan daily searches and incorporate them into the database we had provided. Our software even integrated into the PSG admin system to reduce the time taken to manually enter data such as customer reference and search numbers.



Installation & training took around a day and all the workstation were set-up to access documents from a central location (server). Back-up produces were set-up to restore data for any disaster recovery.

Needless to say the system has been tailor made for the PSG group and is extremely user friendly. Users with limited computer experience were able to use the system in no time.

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