



NUANCE

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CASE STUDY

PROPERTY MANAGEMENT INDUSTRY

Colliers CRE

Simplified workflow improves productivity

CHALLENGE

- Needed to move pictures into electronic documents
- Various models and brands of scanners made administration difficult
- Lost productivity by having desktop scanners connected to individual PCs
- Lacked space to set up dedicated scanning centres

STRATEGY

- Installed eCopy on new MFP devices throughout the company
- Removed most desktop scanners
- Used OCR for documents; eliminating need to retype many documents

RESULTS

- Common user interface and consistent work process
- Training requirements are almost non-existent and support issues diminished significantly
- Enables the company to better manage its digital assets and consumption of its file storage space
- No longer uses standalone scanners, freeing up space for more productive uses

ABOUT COLLIERS CRE

Colliers CRE is one of the UK's leading real estate advisory organizations. In terms of turnover and market share, it is one of the top ten companies in its field. Colliers CRE was formed by the merger, in 2000, of Conrad Ritblat and Colliers Erdman Lewis. Conrad Ritblat was founded in 1959 by John Ritblat, the current chairman of Colliers CRE. The company's specialist hotels division, Colliers Robert Barry & Co, was acquired in 1998. In 2003, Colliers CRE acquired the surveying practices of Gooch Webster and Fisher Wilson (Scotland), whilst in 2004 it acquired Fletcher King (Manchester) and Campbell & Co (Scotland).

"When we discovered the scanning capabilities we could deploy using our new Canon copiers in conjunction with eCopy, we saw an opportunity to improve productivity for work processes that required scanning."

— **Paul Saunders**
IT Manager
Colliers CRE

"USED MULTIPLE DEVICES THROUGHOUT THE ORGANIZATION..."

because we lacked space to set up dedicated scanning centres." explains Colliers CRE IT Manager Paul Saunders. The use of various models and brands of individual desktop scanners throughout the organization presented a number of issues for Colliers CRE. First, scanners tended to be attached to PCs used by administrative assistants. When another employee needed to use the scanner, the administrative assistant had to stop what he or she was doing to allow the scanning to take place. "This was very disruptive," said Saunders. "We were taking a huge productivity hit with this process."

Multiple brands and models of scanners also increased the complexity of IT user training, and support when technical or operating issues arose. A member of the IT staff generally had to travel to the scanner location to troubleshoot problems. And with different scanners came different software, resulting in scanned images being saved in a variety of different file types and locations. Saunders says, "Users not familiar with saving a bitmap or JPEG end up with files all over the place, often creating huge files in TIFF format that consume excessive storage space and are difficult to work with."

"Basically, users were able to figure out how to use eCopy on their own because the interface is so intuitive. And they were up and running on eCopy Desktop with the training provided by eCopy staff, reducing the burden on scarce IT resources."

— **Paul Saunders**
IT Manager
Colliers CRE

NOW USING ECOPY DESKTOP TO FURTHER WORK WITH IMAGES...

once they have been scanned, especially photos of managed properties that need to be assembled into marketing collateral and other materials. Saunders reports that after the move to the company's new building, his firm no longer uses standalone scanners because of the ease-of-use of the eCopy solution. This has freed up space for more productive uses and to accommodate business expansion. It has also eased IT management issues associated with the company's previous work process.

Saunders reports that the headquarters installation has been so successful that the company plans to deploy the solution to all of its locations over time, as budget dollars become available. And while initial user feedback has been extremely positive, Saunders and his team plan to perform a formal user survey to document the level of user satisfaction and the productivity benefits that have been achieved.

ECOPY ENABLED A COMMON USER INTERFACE AND CONSISTENT WORK PROCESS...

Training requirements became almost non-existent and support issues diminished significantly. Saunders says, "Basically, users saw a flat screen next to the copier and they were able to figure out how to use it on their own because the eCopy interface is so intuitive." Colliers CRE has also taken advantage of the capabilities of eCopy to ensure that users scan to the correct file types and locations, enabling the company to better manage its digital assets and consumption of its file storage space. Files are now scanned into consistent PDF or JPEG formats, depending upon their intended use. Saunders also reports that his users are taking advantage of the strong optical character recognition (OCR) capabilities offered by eCopy Desktop to convert scanned documents to editable files, further enhancing organizational productivity, and eliminating the need to re-type many documents.

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