



Columbus Center for Human Services, Inc.

IMPROVING EFFICIENCY, CONTROLLING COSTS

Established in 1979, Columbus Center for Human Services, Inc. (CCHS) is recognized as a leader in the nonprofit community throughout Central Ohio and has more than doubled its number of employees within the last 5 years.

In recent years, organizational growth has outpaced the business processes that support day-to-day operations. Efforts to change created additional paper documentation, manual processing and variable outcomes that lacked the necessary information security required to meet compliance standards. CCHS needed a cost-effective solution to break their patterns of redundancy and process inefficiencies.

With guidance from GFC, CCHS chose to implement an agile Enterprise Content Management (ECM) software solution built on the Laserfiche Avante® platform. Key benefits include:

- Increased employee satisfaction and efficiency
- Improved communication methods
- Faster payment cycles due to elimination of data errors and unnecessary steps
- Reduced operational costs
- Saved more than 12 hours/week

In addition to soft and hard dollar savings, CCHS reclaimed valuable space previously occupied by boxes of paper, filing cabinets, etc. that can be used for additional programs for adults with developmental disabilities.



THE CHALLENGE

CCHS needed to modernize their technology platform in order to manage organizational growth, improve communication and optimize inefficient business processes.

THE SOLUTION

Laserfiche Avante®, an agile ECM software solution, has enabled CCHS to efficiently organize information, store documents and streamline routine tasks through process automation.

THE RESULT

All CCHS employees easily collaborate on business processes through automated notifications and task routing. Information is readily available and can be found within seconds. Workflow is entirely paperless and digital from start to finish. Estimated yearly savings are more than \$32,000.

“ With our vast annual cost savings, CCHS is now able to expand our programs and services for individuals with developmental disabilities, instead of dedicating so much of our budget to administrative work. ”

— **Becky Sharp**, Executive Director
Columbus Center for Human Services, Inc.



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