



INVU:

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INVU IN ACTION: A Lindenhouse Case Study

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Electronic document storage eliminates paperwork

After more than 30 years in business John Joseph Financial Services (JJFS), an independent financial advisor (IFA), was becoming buried under the weight of its own paperwork. A new electronic document storage solution from Invu has solved the problem.

Financial advisers traditionally create what seems like a forest full of hard copies for each policy they sell because of the stringent regulatory requirements. Storing policies and all the related documents takes up a considerable amount of office space, particularly as some documents are required to be kept almost indefinitely under FSA regulations.

JJFS Director, Steve Petrie, said the amount of paper collecting in their office was adversely affecting the core business – namely, advising and servicing the clients.

"We were churning it out like it was going out of fashion and the duplication was ridiculous," says Petrie. "Sometimes up to three copies had to be made for each file – one to go to the client, and two for our various filing systems. This created huge paper storage requirements."

The photocopier was the most used piece of equipment in the office and an entire working area in the office was wasted due to numerous filing cabinets.

Mr Petrie says he realised the problems would continue and increase while they continued to use a paper based system. "I looked at a variety of electronic solutions and packages, but felt they didn't compliment our back office system or were too expensive compared to what they were offering. This was until I was approached by reseller Lindenhouse who demonstrated the Invu electronic document management system. It did everything we needed and more."

Invu was installed at JJFS last year by Lindenhouse one of Invu's leading resellers. The company is currently using the Series 200 version because it is designed to bring sophisticated document management facilities to the small and medium sized enterprise.

Alison Jackson of Lindenhouse explains that John Joseph Financial Services had two key drivers; an emphasis on personal customer service, and paper storage issues. "We are now discussing getting all of their archives scanned onto the system, as their paper storage costs are so high."

Steve Petrie comments that initially there was some resistance to the system from staff who were so ingrained in the 'old school' of manual filing, but now everyone is fully converted. The company started with one scanner, quickly purchased another, and now each administrator has a scanner on their desk.



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The company estimates that the electronic document management system has slashed the copying and filing time down to a third of what it was previously, but with the added bonus of increased accuracy. Since installing Invu, they have removed three filing cabinets and no more paper has been filed. JJFS still uses paper working files, but once the work has been completed, everything is scanned and filed electronically, and the paper discarded after successful on and offsite back ups.

The Invu system has also changed the way in which the company administrators work. Their days used to be taken up with filing and chasing documents, but now they have a lot more time to work on the sales process, becoming support staff as well as administrators. This has really helped the business as a whole, as they have become much more active on working in the business rather than just the administration.

About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is an INVU solution provider and develops bespoke software to provide integration to all Insurance/financial services back office systems. Lindenhouse is a Premier Partner of INVU Services and is the world's largest reseller of INVU software. For more information, see www.lindenhouse.co.uk

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