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Case Study



# Ontario Professional Fire Fighters Association Improves Members' Access to Information With **Xerox DocuShare** Solution

## Client benefits close-up

- **Enhanced anytime, anywhere access to information** for OPFFA members.
- **Dramatically improved turnaround time** to obtain information as firefighters can now access documents quickly and easily.
- **Increased productivity** as firefighters and board members can now work on documents "instantaneously."
- More than **25 000 pages scanned** into repository with continuous daily updates.
- **Increased security** through access to a secure on-line environment.
- **More than 10 percent in cost savings and reduced paper output:** With documents available online, information no longer needs to be copied, printed and mailed out.
- Achieved Association mandate to **improve service levels** to its membership.



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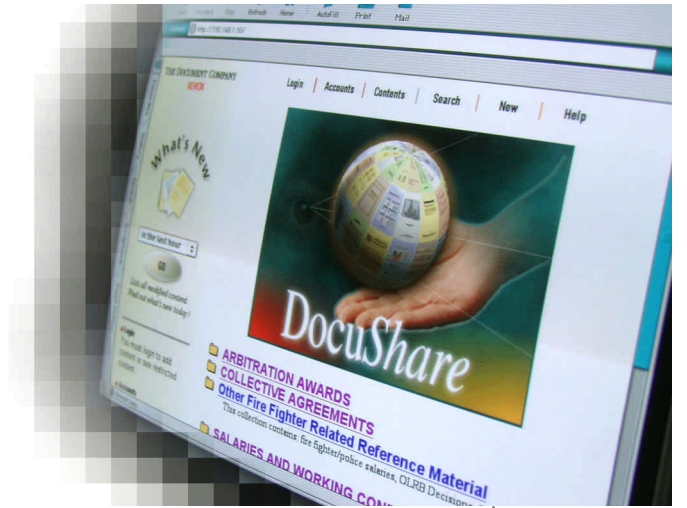


The Ontario Professional Fire Fighters Association (OPFFA), headquartered in Burlington, Ontario, represents approximately 9000 professional firefighters from 73 Locals across the province. OPFFA's primary purpose is to provide career firefighters with the highest level of service and expertise to assist them in all aspects of their professional lives.

The association's services include research and distribution of information, representation at all government levels, 'hands on' assistance with issues and activities at the local level such as negotiations, grievances, workers compensation and pensions, and education to prepare firefighters for effective collective bargaining and the administration of their collective agreements.

Until recently, the vast majority of information relating to these services was archived in the basement of the association's headquarters, where contracts for nearly 9000 firefighters were stored along with numerous other paper documents.

OPFFA turned to Xerox to find a solution that would improve service levels to its membership by increasing firefighters' access to information as well as saving association employees and firefighters valuable time.



# The Challenge



*In the spring of 2001, OPFFA's board of directors launched an initiative to enhance the level of service provided to firefighters. A need was identified for faster and easier access to information in order to meet the expectations of the association's membership.*

*At that time, the process of obtaining information was relatively cumbersome and inefficient. For instance, if a member of one of the 73 locals needed to find contract information, the firefighter would have to phone or fax in a request to OPFFA headquarters. The director would then literally descend stairs to the archives, where members' printed contracts were stored, to obtain the information.*

*"This was very time consuming," said Wayne DeMille, OPFFA's executive director. "We knew there had to be a better way of obtaining this information. That's when we turned to Xerox and they showed us what they could do."*

# The Xerox Solution

After an initial assessment, Xerox proposed the installation of a Xerox Document Center 470ST a multifunction digital device with printing, copying, scanning and faxing capabilities that makes it possible to move documents seamlessly and effortlessly between the paper and digital worlds. In addition, a comprehensive document management solution utilizing Xerox DocuShare and FlowPort software was installed.

DocuShare is a web-based document repository that provides easy, secure access to information for everyone in an organization, wherever they are. Now, OPFFA members wishing to access information simply log onto a secure environment to obtain the documents or other information they require. With this solution, members now have "instant" access to a wide range of information such as arbitration awards, collective agreements, reference materials, salaries and working conditions documents.

"Xerox showed me how it worked and I was in awe," said DeMille. "DocuShare improved our ability to get firefighters the information they require in a timely fashion, from two days to almost instantaneously. This was exactly what we needed."

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For scanning, OPFFA uses FlowPort software, which integrates paper-based information into electronic workflows, including automatic routing of information into DocuShare. FlowPort tells the server what format to convert a file into and

where to deposit it, making it possible to easily and seamlessly move information from paper to electronic format.

"In addition to improving access to information, we're saving on copying costs, mailing costs and paper costs as well," DeMille said.

OPFFA is so satisfied with the Xerox solution that it intends to add more DocuShare licences in the future.

"DocuShare is one of the most useful tools that I've experienced and utilized," DeMille added. "It is an excellent time-saving software."

