Gilroy Unified School District

California school district aces transition from paper to digital with ARC Solution

> **Using the ARC Solution has exceeded our expectations specifically around how fast the document retrieval process is now compared to using paper documents.**
>
> —James Bombaci, *Director of Facilities*

The plan room at the Facilities Office contained hundreds of boxes and binders of building-related documentation

Paper Everywhere

The Facilities Team of four at the Gilroy Unified School District manages and maintains dozens of buildings with hundreds of classrooms across 23 campuses in Gilroy, CA. Located just south of Silicon Valley, Gilroy hosts the widely-attended annual Gilroy Garlic Festival.

Since the oldest school building was built in 1949 it's not surprising that over $200 million in new facilities and improvement projects have been completed in the past seven years. It also means the Facilities Team had nearly one million documents to manage. Documents were being stored in close to 200 unmarked boxes in a warehouse dedicated solely to document storage.

Old School is Out

Time-consuming document retrieval was the root cause of a significant productivity issue for the Facilities Team. Director of Facilities James Bombaci knew he had a serious productivity challenge to solve when he realized it was taking anywhere from 4 hours up to an entire day to retrieve documents. His team often had to search through nearly every box to find the documents related to maintenance requests or to share with contractors and architects.

Bombaci also knew there was another significant risk factor associated with the storage of paper documents. They could easily be damaged or lost in the event of a flood, fire or even a rodent infestation at the warehouse. The document collection represented the historical records for every building. Any loss of documents would have serious negative repercussions on the team's ability to complete maintenance requests, respond to emergency situations, or support future renovations.

Nearly 1 million
documents digitized

$200 million in new
projects in the past
7 years

Simplified search
finds any document
in seconds

Going Digital Gets High Marks

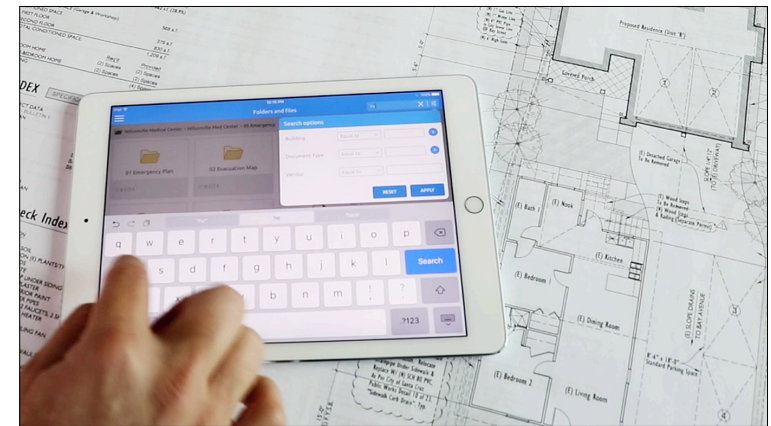**Faced with an ever-growing archive of documents, the ongoing productivity issues and lack of secure storage,** Bombaci knew a bold new approach was needed. While researching options for document storage he discovered ARC's industry-leading technology. He also learned that ARC would leverage its Professional Services team to facilitate their successful transformation from paper to digital. ARC's holistic approach made them the obvious choice as a technology and services partner.

With a vendor selected, securing funding was Bombaci's next challenge. The Facilities Team was competing against specific district needs that historically have been perceived as a higher priority. When Bombaci outlined how the productivity gains achieved by using ARC would outweigh the

cost, district officials approved the funding. In addition, digital storage of the paper documents would not only eliminate the risk of damage or loss, it would free up valuable real estate - the warehouse - for other uses within the school district.

Hands-free Implementation

The ARC team managed the entire process from start to finish – with a strict protocol for transporting and processing all of the Facilities Team's documents. ARC's team of subject matter experts guided the process of cataloguing and scanning the documents, and creating the digital collection, according to the Facilities Team specifications. ARC conducted on-site training for the entire Facilities Team that included best practices for maintaining their digital documents.

James' team can easily share plans with
architects and contractors without printing copies

Watch the video at: www.e-arc.com/customer-story

Digital Acceleration

Eliminating wasted time searching for documents allows the Facilities Team to focus on important projects

Bombaci was pleased to report that using the solution exceeded his expectations. Document searches and retrieval are now super-fast, as quick as a couple minutes. They simply need to punch in the document name or number and the current document is not only located, but hyperlinked to related ones as well. No more wasted time, outdated documents or confusion. Everything is digital and readily accessible on their computers or mobile devices.

There have been other opportunities for saving time and money. Architects or contractors often request copies of large-format plans or documentation. Now, instead of having to send out the documents to be printed, with just a few clicks, the documents are sent directly to the requestor via email. It's convenient and saves the school district time and money.

Bombaci believes they achieved swift adoption of the ARC solution and realized benefits to the team immediately because they involved the team from the start.

Go Digital Today

When asked what he would say to other organizations that are looking to improve productivity and preserve paper documents, Bombaci had this to say: "If you have millions of individual paper documents get them digitally archived, for two reasons:

1. Finding anything is just a matter of a few clicks on your mobile device or computer

2. The peace of mind that comes from knowing all your important documents are secure and backed up in the cloud is invaluable."

ARC provides technology and document solutions for every stage of the building lifecycle — from design to build to operate.

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