A Quarter Saved Is Peace of Mind Earned

Laserfiche helps Olmsted and Associates save 25% in processing costs while adding long-term risk management and client data security value

When Olmsted & Associates, a CPA firm based in Fountain Valley, CA, went looking for a content management system in 2006, its needs were simple: "We needed a program that would allow us to scan multiple sizes and types of documents and then facilitate our search for them later. Security and retention periods were a concern as well," says Tax Administrator Fernando Rocha. "Basically, we needed to have everything in one place so whomever needed to use it, could."

Olmsted's partners were aware other accounting firms were using Laserfiche. And, says firm president Bernie Olmsted, with good reason. "There are a million document management systems out there, but nobody has the security ratings Laserfiche has in terms of being DoD 5015.2-certified," she says.

Allen Adjamian of Laserfiche reseller Adjamian Affiliated was called to demonstrate how Laserfiche could lighten the firm's paperwork load. Adjamian showed how Laserfiche could be integrated with the firm's Lacerte tax software and other accounting software programs to create a central storage repository for the entire firm's paperwork in a way that all but eliminated printing—even scanning.

Rocha says his fellow Olmsted staffers were particularly impressed by how user-friendly Laserfiche was, because it "had the look and feel of Windows and the search engines we were used to using." Another plus, he adds, was the comprehensive single solution Laserfiche offered. "With other programs, you had to buy more products to get to that level of functionality. Laserfiche suited our needs right out of the box."

Olmsted herself notes that even with all its functionality, Laserfiche offered a focus. "We looked at a lot of systems where the document management component was one component in a canned system," she says. "What stood out about Laserfiche was that it was a stand-alone program that focused on a single, separate function that provided a higher level of security."

The firm purchased Laserfiche with Web Access to serve staff internally and remotely, as well as its clients. Implementation began in late 2006 with a backlog conversion of seven years' worth of paper files. Adjamian and fellow solutions consultant Kristina Yassi worked with Rocha and Olmsted's staff to set up templates and document types to establish the file structure that, with some enhancements, the firm still uses today. "Allen and Kristina helped us design a folder and subfolder structure that allowed us to start scanning our documents right away," Rocha recalls. "We've been able to improve on it since then, which is actually something we've come to appreciate about Laserfiche: It's flexible enough to grow with us, without making a big project out of it."

Organization Profile

Olmsted & Associates is a CPA firm based in Fountain Valley, CA.

Situation

The firm's staff was looking for a document management system that would centralize and simplify management of multiple types of content—without compromising security.

Solution

Firm president Bernie Olmsted was familiar with Laserfiche because other accounting firms were using it. Because it was DoD 5015.2-certified, user-friendly and offered comprehensive functionality, Olmsted & Associates implemented Laserfiche in 2006, beginning with a backlog conversion of seven years' worth of paper files.

Benefits

- The firm saves 25% on overhead costs related to staff time and document processing.

- Auditors in the field can scan in documents and access company files.

- Staff and clients are able to review tax returns online through Laserfiche Web Access.

- Integration with Lacerte tax software and the firm's other accounting software programs save money and time previously spent printing and scanning documents into Laserfiche.

Laserfiche®

The impact of using Laserfiche was immediate. "A lot of the time when we complete a project, we have to make associated information almost immediately available to meet deadlines and client demands. Once things are in Laserfiche, we can make that data readily available through e-mail or Web Access," Rocha says.

A big time- and resource-saver, he says, is the ability to print directly to Laserfiche from the firm's Lacerte tax software. "Printing to Laserfiche from Lacerte takes about 10 to 15 seconds for 40 pages. There is no need to print, prep and scan paper copies for review, whether it's for managers or staff. They go directly to Laserfiche to review it," Rocha explains. "This allows us to move tax returns through the office for input and review without printing out any pages, which also saves time and money."

This saves time making changes to tax returns and statements, Rocha says. "Whereas before we would have to recycle the old version and reprint the new one and file it, now we just delete it in Laserfiche and reprint/download to Laserfiche. It's also very convenient that we don't need to go track down the client's file to review data, because it's already in Laserfiche."

Rocha also says that Laserfiche's interoperability with other programs and file types has brought efficiency and convenience to other business processes. "We can transfer all our disparate types of data and documents into Laserfiche—QuickBooks, PDF documents and Excel," he says. "We can print directly to Laserfiche, save-to or just drag-and-drop it. It's that easy."

For her part, Olmsted says the Laserfiche system inspired rapid adoption for its ease of use, and again, its focus of use. "Laserfiche feels like an independent program in that it's this standalone entity that's open to all of the types of files we work with. Our staff and customers have adopted it really well."

The ultimate customer service, she says, is Laserfiche's DoD 5015.2-certified security. "It can take some time to get people used to not working with paper, but for us it's the only way to secure information moving forward by making sure you don't have sensitive information laying around the office. Our clients look to us to secure their information at the highest level," she says.

> **"The only way to move forward is to get your efficiency up and your costs down. For us, Laserfiche is a big part of that."**

At the same time, Olmsted sees Laserfiche making her business more agile and responsive to staff and clients alike. "Laserfiche provides us a lot of mobility. Auditors going out in the field can scan in documents and access company files. We have everybody reviewing tax returns online as well."

Now, four years since implementing Laserfiche, the firm is seeing its return on investment (ROI) from regained staff time and reduced overhead costs. "I can say we save about 25% across the board, as far what it takes us to process paperwork now," Rocha says.

And Rocha says that Olmsted & Associates has found a new way to work. "With Laserfiche we've found a document management system that offers us control in terms of securing and centralizing information, but also the flexibility to handle all kinds of content and make it readily available to our staff and clients securely and conveniently."

That, Olmsted says, has given her firm a competitive edge. "The only way to move forward is to get your efficiency up and your costs down. For us, Laserfiche has been a big part of that."

About Laserfiche

A resource for more than 28,000 public- and private-sector organizations around the world since 1987, Laserfiche creates simple, elegant enterprise content management solutions that help organizations run smarter. From streamlining digital records management to automating workflow, Laserfiche helps improve efficiency while integrating easily within any environment.

Your Next Step

Please call **(800) 985-8533** or
e-mail **info@laserfiche.com** for more information.

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