Safe Systems Inc.
Customer Success Story-Security

Safe Systems is the largest independently owned UL listed alarm company in Colorado, specializing in both business and residential security. Because they only provide service to the state of Colorado they pride themselves in offering a significantly higher level of security at a competitive price. The products they offer are custom fit to meet the needs of a business or homeowner and include: burglar alarms, fire alarms, safelink™ radios, closed circuit television systems, safe link fire backup, access control, and environmental supervision. Their clients include: the University of Colorado, the city of Boulder, Boulder County, the city of Fort Collins, and the city of Golden as well as many others. Their central monitoring station looks after more than 10,000 security systems on a 24/7 basis.

> **"The people at Questys don't just say, 'Ok, this is our product, do your business this way!' They look at the product, the way we do our business, and the way we file our documents. They made their product fit our needs."**
>
> Larry Halpern,
> President,
> Safe Systems

As part of their business operation, Safe Systems has always used a customer management system to keep track of their client's contracts. The system housed basic customer information and included a document imaging system; however, it was seen as a tedious process requiring multiple steps. Therefore the majority of information was still kept in files within a filing room. "The problem was that people would pull a file and not put it back or they would misfile something," explains Larry Halpern, President of Safe Systems. It became a financial cost as well as a risk factor to continue to allow people in and out of the file room.

As their business continued to grow, they saw the need to better themselves by improving the process of retrieval and organization of information. "When we were looking to move to our new facility, we looked at how much space we would need for growth in our new file room. Questys allowed us to be more efficient on our space, and have it secured a little better while still allowing people to have access to the information they needed," says Halpern.

After determining the specialized needs of Safe Systems, Questys Document Management as well as Questys Capture was suggested as a means of improvement. Questys Capture was interfaced with their current customer management system and all products were linked to their Sedona printer. "We checked out many products, but the reason we really went with Questys was the flexibility of Questys Capture. It allows us to create barcodes that go right on our forms. We can now take a pile of documents, scan them in, and they get filed for us," says Halpern.

"We have 50+ employees in one main office. We have multiple people that need to look up documents. This allows everyone to have access to the information. We have one or two people that do all the scanning. They are also scanning the historical files. People in all departments use the system for look-up, they love it! When a client calls, we can look up information much faster. For example, we can look up old service tickets, installation notes, etc… in just a few seconds," states Halpern.

Since implementing Questys Document Management and Questys capture, Safe Systems has improved productivity and efficiency levels of its employees as well as saved valuable time and money. Larry Halpern, President of Safe Systems, has considered expanding the system to other departments to allow for better retrieval of manuals. He has also recommended Questys solutions to other businesses in need of an affordable content management system.

Overview:

COMPANY
Safe Systems Inc.

HEADQUARTERS
Louisville, CO

INDUSTRY
Residential and Commercial Security

NO. OF EMPLOYEES
Over 60

BUSINESS CHALLENGE
- Retention of customer contracts is vital to business operation.
- Future company growth would require a larger filing room.
- Document imaging system was seen as a tedious process requiring multiple steps, which in turn caused a decrease in productivity and efficiency levels.

SOLUTION
- Questys Document Management: An affordable, easy-to-use and flexible document management solution that eases the process of storing and retrieving customer files.
- Questys Capture: Barcode scanning allows for virtually touch-less data entry.

RESULTS
- Searchable database has allowed employees quick access to the information they need.
- Questys Document Management database has provided a means for file backup; thereby, increasing security levels.
- Improved employee productivity and efficiency.
- Electronic filing has allowed for a more efficient use of office space.

QUESTYS