Millennium 10
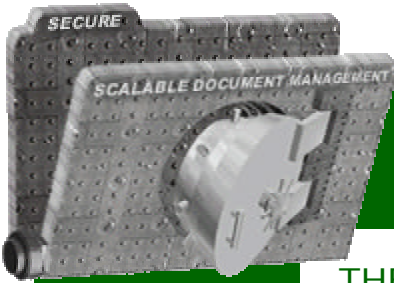
The Revolutionary Integrated Document Management System That Puts Your Entire Business At Your Fingertips.

Success Story

NEW TECHNOLOGY WILL 'CHANGE THE WAY WE DO BUSINESS'

THE COMPANY

The Red Cross of Greater New York is the nation's largest Red Cross chapter, with nine area locations serving the five boroughs of New York City, plus Orange, Putnam, Rockland and Sullivan Counties. While the agency's efforts receive public attention after headline-making disasters, MIS Director Joe Leo noted that on average there are eight disasters a day in the Greater New York area.

THE CHALLENGE

Mr. Leo explained that the events of September 11 created not just a human emergency, but also an unprecedented information emergency at the agency. "We suddenly found ourselves with approximately 7,000 new volunteer applications to process," he said.

Previously, the chapter had been processing all of its forms manually as paper documents, which required dozens of file cabinets to store and significant time-consuming labor to manage. "If, for example, headquarters needed to refer a volunteer to our Orange County location, all of their paperwork, including any special credentials or licenses, had to be first located, then either faxed, or mailed, or delivered by hand," Mr. Leo said.

THE SOLUTION

Millennium 10...According to Red Cross Chief Information Officer Leslie Hunt, the new software will dramatically improve the agency's ability to process, organize and transfer the large volume of documents it uses to manage its

"We had looked at other software packages, but it was clear that the Millennium product was the one system that gave us the ability to handle all of our forms in one package. The software is going to be a tremendous help to us in going forward. It will change the way we do business."

Joe Leo, MIS Director, Red Cross

manpower and resources - including volunteer applications and profiles, health and safety reports, surveys and studies, and course roster sheets."

"Even before the crisis, we knew we had a tremendous need to improve our document management," she said. "The software we received from MyDocuments will enable us to get information entered into our system much more quickly, and to process and mine that information so that we can deliver our services in a more timely and accurate manner."

Now, the powerful forms recognition, optical character recognition (OCR), indexing and search capabilities of Millennium software allow the Red Cross to capture all of its paper documents using a scanner and turn them into electronic images that can be filed, organized and manipulated like any computer file. Using OCR, specific text within the forms can be rapidly indexed, allowing the Red Cross to locate individual documents in seconds through a single, easy-to-use interface.

Ms. Hunt emphasized that the new document management system will free up Red Cross staff and volunteers to carry out their primary mission. "This technology will relieve our staff of a great deal of time-consuming data entry, and allow them to focus their efforts on our real job: serving people in need of help," she said.