

# Caerphilly County Borough Council

## The Council

Caerphilly County Borough Council is the 5th largest of the 22 Local Authorities in Wales. The Council delivers a wide range of services to the 170,000 people living in the County Borough including education, environmental services, social services, finance, highways, leisure services and consumer protection.



Over 20 separate departments have utilized the scanning services of HSIM, and all have implemented Hugh Symons' licence free software CDView either on a stand alone basis or over a network.

## EDM Implementation

Having experienced the benefits of electronic document management, using CDView as their interim solution, Caerphilly CBC has now chosen to progress to the IDOX system as its main means of document management and this is being rolled out across the Council on a phased basis.

In 2007 HSIM was awarded the contract to scan 25,000 Housing Benefits files, this being the first project in the Council to be uploaded to the IDOX system.

HSIM and IDOX have the experience of working on over 30 Local Authority projects in partnership. In close consultation with the Council it was agreed that in order to optimize the project schedule yet minimizing the impact on daily working practices, the back scanning element would be staged over a 5 month period.

## Future Projects

The Council continues to discuss further projects with HSIM to aid in the roll out of the IDOX system across the Council and has just awarded the project to HSIM to back scan Housing files for upload to the system.



## Council Comment

Caerphilly County Borough Council's Council Tax & Housing Benefits EDM Team comments on the project:

*"Hugh Symons project management was excellent and provided us with a high quality back scanning service that maintained very high levels of accuracy. The process aided the seamless transition from paper records to electronic document management"*

For more information on document scanning services for all Local Authority applications contact us:



## Local Authority Scanning

Caerphilly CBC is one of the 130 Local Authorities, (including 12 of the Welsh counties) who use Hugh Symons Information Management (HSIM) as their preferred document scanning services provider. HSIM has a long standing relationship with Caerphilly CBC dating back over 10 years.

# Case Study

## Contact

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