

Case study

Safestore



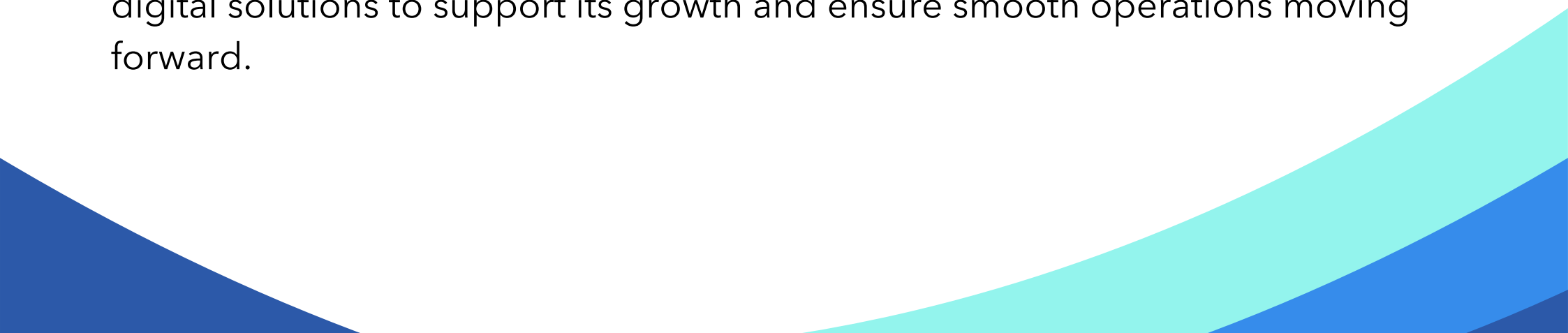
Key information

Customer:	Safestore
Industry:	Self-storage
Location:	United Kingdom
Number of sites:	203
Revenue:	£220 million
Employees:	800+
Business System:	SharePoint
Document volume:	1,200,000 per annum
Solution:	Automated Contract Capture & Archival with PSIGEN

Background

Safestore, established in 1998, is a leading provider of self-storage solutions in the UK, with over 140 locations nationwide. The company offers flexible storage options for both personal and business use, catering to a growing demand for secure and accessible storage spaces.

As the business expanded, Safestore faced the challenge of managing increasing volumes of paperwork across numerous sites. The company recognized the need to improve processes and move towards more efficient, digital solutions to support its growth and ensure smooth operations moving forward.

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Challenges

Safestore needed to centralize, standardize, and digitalize the processing of contracts generated daily at each of their locations. The existing system was inefficient and lacked structure, making it difficult to manage the growing volume of contracts.

The risk of lost documents, limited visibility, and human error impeded scalability, impacting operational efficiency and service quality.

Manual processes consumed valuable time and resources. Hundreds of hours were spent archiving contracts into SharePoint, with little time to focus on higher value activities and strategic tasks.

Requirements

ELITE thoroughly assessed Safestore's challenges and collaboratively established the criteria that would define the project's success:

- Seamlessly integrate with SharePoint
- Centralise and standardise processing across all EU locations
- Remove reliance on paper and printing
- Eliminate the manual input of contract details
- Improve visibility and reporting across
- Reduce processing delays
- Enhance accuracy and reduce human error
- Strengthen customer relationships through improved digital processes



The Solution

ELITE proposed PSIGEN to automate and streamline Safestore's contract capture and archive processes.

Contracts received by scan and e-mail would be captured by PSIGEN's **Capture Engine** feature. Contract data would be accurately extracted and eliminate the need for any physical input into SharePoint and their bespoke database.

PSIGEN's **Export** would deposit transactional data into their database and the physical document into SharePoint, enabling Safestore to securely access contracts instantly, regardless of location.

Outcomes

The implementation of PSIGEN brought about significant improvements for Safestore, addressing their operational challenges and delivering tangible benefits across their contract administration processes:

- **Increased efficiency:** Automated processing reduced manual input, saving hundreds of hours per annum
- **Enhanced visibility:** Centralised processing and reporting capabilities gave the Safestore team full process transparency
- **Improved processing times:** Automatic workflow and notifications greatly accelerated the contracts cycle
- **Scalability:** PSIGEN enabled standardised contract administration as Safestore continued to drive business expansion



Who we are

ELITE Document Solutions are the **UK's 1# DocuWare partner**, maintaining our prestigious Diamond Member and Platinum Partner status for over a decade. We're also the exclusive **EU Distributor for PSIGEN**.

We help organisations leverage the power of document capture and workflow automation to transform manual business processes; saving time, reducing operational costs and improving efficiency.

Open to learning more?

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