



Cleveland Indians Use docSTAR

Winners of six American League Central Division titles in the last decade, the Cleveland Indians have become one of sports' most successful franchises, and their home, Jacobs Field, is one of the premier facilities in professional sports.

THE SITUATION

This successful baseball franchise was looking for a solution for documents within their Human Resources Department - to access active and terminated files of everyone associated with the Indians, from team members and ticket salespeople to vendors and administrative personnel. Because the Indians often need to produce records for attorneys, medical claims and other reasons, they must be able to quickly access files which can date back many years.

Prior to docSTAR, the Human Resources had a couple of major issues. One was space. To store all their paper documents, they were using eight to 10 large five-drawer lateral files, along with another five four-drawer cabinets. Another was that their file storage room was on the fourth floor of Jacobs Field, while the department itself was on the second floor.

THE SOLUTION

Using docSTAR, the Indians scanned well in excess of 200,000 active and terminated files eliminating the need for their costly, inconveniently located storage facility. Currently they are using docSTAR to handle all their active files, with all documents coming into their offices being immediately scanned into the system. The room that was once used for file storage is now totally empty of file cabinets and is being employed productively as another mini-

department. To celebrate the metamorphosis, the department had its own shredding party, complete with over half a century's worth of baseball confetti.

GOING FORWARD

docSTAR has worked so well for the Indians, that they anticipate adding two more departments to the system in the near future: our baseball and finance departments." "For us, the clinchers for choosing docSTAR were ease of use, turnkey capability and excellent security features. The team's IT director loves it because it works and doesn't cause him any grief. And he thinks every department should have it."

The Indians were up and running with the system the day it was delivered, and had scanned several hundred files by day's end. Within the first week, they had already scanned and filed several thousand files. He estimates that the Indians are saving thousands of dollars a month using docSTAR in retrieval, paper and file folder costs as well as reduced time spent searching for misplaced files.

At national meetings for baseball administrators, the Indians have gone to bat for docSTAR and other major league teams may soon be on our roster. This is also a fine example where the pilot implementation could be just one department and still make financial sense. Expanding it to other departments would now incur just a fraction of the cost making the solution perfect business sense.

For more information about our document management solutions and to explore how it could benefit your organization, contact Philip John via email pjohn@ubsna.com