


CASE STUDY

Laboring Under Inefficiencies

The United Food and Commercial Workers



How New Jersey's largest local labor union reduced its processing time by 85%.

The United Food and Commercial Workers (UFCW) Local 1262 & Employers Benefit Funds (the fund office) is located in Clifton, NJ. UFCW Local 1262 is New Jersey's largest local labor union, representing more than 32,000 supermarkets, retail, and other employees in New Jersey, New York, and Pennsylvania. It is among the five largest local unions in the UFCW International Union, AFL-CIO. UFCW Local 1262 & Employers Benefit Funds receives an average of 2,700 new membership applications each month. Maintaining a comprehensive database of memberships requires labor-intensive scanning of those applications and manual data entry of specific

information. The organization was using an in-house system with one dedicated resource to accomplish it all. The result: A continuous backlog of applications was making it difficult for the fund office to provide desired levels of service to its members. In addition to wrestling with a significant volume of membership data, UFCW Local 1262 & Employers Benefit Funds was anxious to increase the efficiency of its in-house records management system. The organization evaluated other in-house systems, but all required additional staff—and that was an expense that it wanted to avoid. Looking further, the organization determined that a broader solution would best meet its growing needs and offer the

greatest return on investment. The next step: Find a provider whose depth and breadth of services offers unlimited flexibility going forward. UFCW Local 1262 & Employers Benefit Funds found Access.

The Solution

Access implemented a hosted document imaging solution to capture, index, and redundantly store membership applications for UFCW Local 1262 & Employers Benefit Funds. Now, Access converts weekly volumes of membership application documents into images, which the organization retrieves through a standard, secure, browser-based interface. Access also conducts a comprehensive data entry function that provides a weekly data feed of all membership application information. Access uploads this data into the organization's in-house system within 48 hours. The Access solution enables the organization to easily meet its growing need to provide more users with access to membership information—a number that is expected to increase by nearly ten times the current amount.

Benefits

UFCW Local 1262 & Employers Benefit Funds provides the highest possible levels of service to its members by processing applications and accessing critical information in a more timely and efficient manner. By providing document imaging and records management, Access has enabled the organization to regain and better align the focus of a valuable resource to perform other critical tasks. New membership applications are now processed in two days instead of two weeks. Data entry is cleaner and records are more accurate. Access provides an unprecedented level of quality control in its imaging operation and especially in its data entry process, which includes multiple check points for accuracy and error correction. Without investing in hardware, software, or technology of any kind, UFCW Local 1262 & Employers Benefit Funds has gained significant business continuity and disaster recovery capabilities that are inherent to the Access hosted imaging solution.



“Because of Access we can now process member applications in two days instead of two weeks. And, we’re well equipped to handle the needs of our growing member base,” said Harvey Whille, President, UFCW Local 1262. “Their willingness to listen carefully is unmatched. They asked illuminating questions and made sure they understood our exact needs. Access is a world-class operation, a finely tuned machine.”

About FileBRIDGE

From storage and document handling to on-demand digital file delivery with our FileBRIDGE platform, we offer the services and solutions that enable you to cross the bridge to less paper.

To find out how Access and its FileBRIDGE products can help your business, contact our team today at 1 877 FileLine!

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