

Access

How New Jersey's Largest Local Labor Union Reduced its Paperwork Processing Time by 85%



The Challenge

UFCW Local 1262 & Employers Benefit Funds processes an average of 2,700 new membership applications each month. Managing that volume meant hours of scanning and manually entering data—tasks handled entirely by one in-house resource. Unsurprisingly, a constant backlog of applications began to pile up, making it difficult for the fund office to maintain the level of service members expected.

Beyond struggling with volume, the organization knew its in-house records system wasn't keeping pace. While other internal options were evaluated, each came with the same problem: they required additional staff—something the organization wanted to avoid. It became clear that the organization needed a broader, more scalable solution that could boost efficiency, support growth, and deliver long-term value.

The search began for a partner that could offer flexibility, reliability, and room to grow. That search led to Access.

The Solution

To help eliminate the bottlenecks caused by manual processing, Access implemented a hosted document imaging solution for UFCW Local 1262 & Employers Benefit Funds. Each week, membership applications are captured, converted into digital images, indexed, and stored securely in an online portal, making them easy to retrieve at any time.

Access also performs full data entry on every application and delivers a complete data feed to the organization on a weekly basis. That information is then uploaded directly into the organization's in-house system, giving staff fast, reliable access to accurate membership data.

About UFCW

Industry Sector

Labor Union

Location

New Jersey,
United States

Company Size

32,000+ employees

With the new solution in place, the organization is prepared to scale. The number of membership applications is expected to grow nearly tenfold, and now they have the resources in place to handle them without sacrificing speed, accuracy, or security.

The Results

- Reduced processing time by 85%, cutting application turnaround from two weeks to just two days
- Improved record accuracy through Access's multi-step quality control process
- Decreased operational burden by eliminating manual, paper-based tasks



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. Their willingness to listen carefully is unmatched."

Harvey Whille, President, UFCW Local 1262

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.