



Case Study

Westlake Realty Group San Mateo, California

Situation

Westlake Realty Group (www.westlake-realty.com) manages a 2.5 million square foot portfolio of properties in the western United States. The company has more than 30 years of experience and management expertise working with multifamily communities, office buildings, and shopping centers.

"We were literally drowning in paper, and there's just no other way to put it," says Charles Gibson, Westlake's controller. "We were measuring the amount of paper we had by the cubic yard. It's hard to describe just how many physical documents we had – after all we're a billion dollar company with a 30-year track record, so you can just imagine the sheer volume of paper. In fact, some people here were true packrats, and we used to refer to their offices as 'landfill' because there were so many files and papers lying around. We needed a way to get a handle on the problem."

Solution

Westlake established its reputation by combining management expertise with technologies that increase efficiency and productivity and allow the company to "conduct business without boundaries." As part of the company's strategy of implementing new technologies, Westlake selected eDrawer to make the shift from paper-based business processes to electronic document management.

According to Gibson, "We looked at several solutions on the market, and eDrawer really took the time to listen to us and understand our situation. He also points out that the cost of the eDrawer solution was a fraction of what some of the competitors' products were selling for. "It was not only the best product to meet our needs, but was also by far the best value."

Results

Two years after implementing the eDrawer solution, Gibson says that it has performed exactly as advertised. "I have order where I had chaos. While we do keep some paper documents, all of our documents are stored electronically using eDrawer, which makes it infinitely easier to find what we need in seconds without having to undertake a massive hunt in people's offices and in filing cabinets. Previously, there was no motivation to keep files and papers in order as the our situation seemed hopeless. eDrawer has really become an important part of our business and has truly made a difference to our bottom line."

According to Gibson, one of the biggest advantages of using the eDrawer system is that he can access the files he needs whether he's in his office, at home or on the road. "I can get what I need no matter where I am. eDrawer has truly changed how we work, and has made us more efficient and productive."

For more information contact info@edrawer.com