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FOR IMMEDIATE RELEASE

SMALL BUSINESS SCANNING IS ALL ABOUT PLANNING

One of the main challenges that small businesses face is dealing with the growing pains associated with their success. As a business grows and attracts new clients, working processes need to be adapted without compromising the levels of service. All this at a time when space in the office tends to be at a premium.

While small businesses are normally competing with much larger organisations, they have an advantage through the personal relationship they have with their clients and their speed of response. This is particularly true when it comes to Independent Financial Advisors (IFAs) where the personal service is the foundation of which their business is built. Having a customer's files and information instantly accessible is therefore a critical factor in being able to provide the level of service required.

This was the situation that SG Independent, an IFA based in Hitchin, found themselves in. As their business grew, space for the growing volume of files was becoming an issue and it was taking longer to access the various pieces of documentation for individual clients. What they required was a solution which would allow them to find and access the files at the touch of a button and so continue to give the level of customer service that they desired. The solution also needed to be scaleable so that it could grow with them.

Scanning their files for easy access seemed to be the ideal solution but while SG Independent needed to be able to search through the files quickly, a fully indexed database seemed excessive in the circumstance. The decision was taken to create the documents as fully searchable pdf files - this would give the speed of access without compromising on quality and would ensure that they could expand the system as their business grew.

"Preview were excellent and recommended the solution which fitted my requirements, both now and going forward," said Bradley Stevenson. "They focused on what was best for my business and didn't try to sell me something I didn't need, which shows that the trust I had in them was well founded. I chose them quite simply because I got on with the account manager who was excellent - in my business, good business relationships are what it's all about. That's what I have with my clients and that's what I got from Preview."

Now SG Independent has all their documents immediately to hand and is able to continue to deliver the levels of service their customers demand, while keeping their system up to date by adding new files on a regular basis through Preview.



About Preview Services

Preview Services Limited (www.previewservices.com) is a specialist provider of outsourced document management services to businesses and public organisations of all sizes. Clients include major sales and leasing companies, airlines, engineering firms and government agencies.

Based in Feltham, Middlesex the Company operates one of the UK's leading document scanning bureaux and is continuously developing innovative and cost saving solutions for document management.

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