



# CASE STUDY

MOS COMMITMENT TO PARTNERSHIP

Count on us.™

**BURCHAM HILLS**

With MOS, Burcham Hills has an innovative partner to co-author scalable document management solutions so they can focus on being at the forefront of their residents care.

## The Customer

Burcham Hills is a not-for-profit retirement community that serves thousands of Lansing-area elders and their families since 1974. Burcham Hills strives to create a home that focuses on relationships and honors the unique life story of each individual. Burcham Hills offers a combination of care and ancillary services to meet all dimensions of wellness. With the increase in the aging population, Burcham Hills realizes the time for innovation and development is now. Their investments are focused on cutting edge research and methodologies to remain at the forefront of customer service and resident satisfaction.



## The Challenge

With the initiative of service excellence and employee retention, Burcham Hills' objective was to replace their current document management system with a solution that was more efficient, productive, and easy to use for their employees. They were in need of improved access to information, decreased storage requirements and increased efficiency in document retrieval. Their current document management system presented functionality pains and lacked ease of use with the incapability of searching, editing, and distribution of critical documents.

## The Solution

Through the MOS 360 Assessment process, MOS co-authored the SmartSearch document management solution. This solution provides Burcham Hills secure and compliant workflows for archiving and retrieving business critical documents in their Human Resources and Accounting departments. Document filing workflows within SmartSearch are stored through customized search fields for immediate access with authorized permission. Retrieved documents can be easily distributed for quick responses to customer requests. In addition, employees can easily share and collaborate on documentation within their organization.

## The Results

Burcham Hills now has a scalable solution for managing and distributing business critical documents with security and compliance. This solution has reduced overhead costs for Burcham Hills by eliminating the need for paper filing and has increased productivity for employees with the ease of digital filing and retrieval. They can easily expand their SmartSearch solution into document routing automation, notifications, and streamline business processes. Burcham Hills can count on MOS to provide innovative solutions, so they can focus on being at the forefront of customer service and resident satisfaction.

### WHAT THEY'RE SAYING:

*I can't believe it took us so long to get SmartSearch Document Management Solution! Our users were able to learn the new program quickly adapted easily. We love it!"*

*Petra Paca  
Human Resources Manager  
Burcham Hills*





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