



The British Heart Foundation is a charity organisation that funds research, education, care and awareness campaigns aimed at preventing heart disease. The charity's vision is of a world in which people do not die prematurely of heart disease. A major funder and authority in cardiovascular research, education and care, it relies predominantly on voluntary donations to meet its aims. In order to increase income and maximise the impact of its work, it also works with other organisations to combat premature death and disability from cardiovascular disease.

Paper-free

The charity wanted to create a paper-free office. Not only would this mean implementing a system whereby all important documents could be scanned going forward, but also, crucially, the scanning all the archived paper files it wished to ultimately dispose of..

Historic value

But the challenge for this long-established organisation was that it had filing dating back as far as 1961, with literally thousands of documents, including the minutes from original meetings, which it wanted to keep for historical reasons.

First aid

Assistance came in the shape of SMS, which not only implemented the Docstore scanning software, but also helped the charity out of a hole at the start of the process by taking the bulk of the archived documents off its hands and scanning them itself. "They were so helpful and really hands-on," says BHF's Head of Secretariat Frances Parsons, describing how SMS took care of the transportation of the valuable historic documentation itself.

Streamlining the system

Since implementation of the scanning software, says Frances, the charity's administrative system is much more streamlined. "It has made things so much easier. There's no more leaving your desk to hunt around for documents. You can find notes from a meeting in 1967 at the touch of a button, then email the document, or even sections or individual pages."

Significant savings

Crucially, says Frances, the system has also saved on "time, money and storage". Plus, she adds, over the years the system has got easier and easier to use thanks to regular upgrades. "A really good guide is provided with the software. If you follow it it's simple. We have temps who need to use it so it has to be easy. It's great because there's no way you can accidentally delete anything."

Professionalism and flexibility

Frances says BHF chose SMS, which came highly recommended, due to its competitive pricing, the simplicity of the system, and the company's professionalism and helpfulness. "SMS listen to our product needs and are always willing to come into the office when we need them. We would recommend them to anybody."

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Head of Secretariat**