

How DocuDriven Helped UCP Mentors Digitize 400,000+ Pages of Customer Files



CHALLENGE

When UCP Mentors was absorbed into UCP Oregon in the fall of 2021, it inherited decades of paper customer files from the organization it had been part of. Every record existed only on paper, spread across 131 file drawers, so staff had to go into the office any time they needed one — slowing down everyday work and tying up office space that could be put to better use. UCP Mentors needed a way to give staff instant access to customer records without a trip to the file room, free up that space, and put a more modern document management system in place going forward.

SOLUTION

UCP Mentors requested quotes from several scanning companies, weighing each on affordability, professionalism, and communication. DocuDriven was the only company willing to come on-site and assess the full scope of the project before quoting a price — a step that gave UCP Mentors more confidence in the estimate. "DocuDriven was by far the best option," said Lynda Wilson, Administrative Assistant at UCP Oregon. "Having open discussions on what we wanted and what they should do going forward every step of the way was very reassuring."



"We are very happy with DocuDriven's final product. Bruce and his staff were very nice and easy to get along with."

LYNDA WILSON

ADMINISTRATIVE ASSISTANT,
UCP OREGON



RESULTS

DocuDriven completed the project without interrupting UCP Mentors' daily operations. "Many of our staff didn't realize they were there for the first couple of weeks," Wilson said. The team sent weekly updates on the digitizing process and wrapped up the full 131-drawer, 400,000+ page project ahead of schedule. "Everything was done well and we have had no problems with any of it," Wilson said. Bruce Randall, CEO of DocuDriven, credited UCP Mentors' own organization and communication with helping keep the project on track.



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THE DOCUDRIVEN DIFFERENCE

UCP Mentors chose DocuDriven because it was the only company willing to visit their office and assess the project firsthand before quoting a price. That same hands-on approach carried through the engagement: on-site scanning that never interrupted daily work, weekly communication, and a staff that made sure every question was fully understood. For organizations facing a records challenge of any size, DocuDriven brings order out of chaos — without slowing the business down.

ABOUT DOCUDRIVEN

DocuDriven optimizes the value of your records, delivering expertly designed solutions — on-time and on-budget. Whether you have decades of paper boxes, large format blueprints, or dormant/unstructured data, we help you cull out what you don't need and make your vital data searchable and easy to find.

When records accuracy, accountability, and scale matter, organizations choose *DocuDriven*.