



Fraser Accident Repairs.



COMPANY NAME

Fraser Accident Repairs

INDUSTRY

Automotive

FOUNDED

1980

LOCATION

Hull

WEBSITE

www.fraseraccidentrepairs.co.uk

Working together to provide a secure and reliable solution.

The Company

Since opening the Hull business in 1980 Fraser Accident Repairs continues to be a family-owned and run business, focusing on the repair of motor vehicles. As part of the National Association of Bodyshops, the company prides itself on excellent customer service and is a trusted name throughout the Humber region.

Objective

In the interests of increasing security in light of the GDPR, Fraser's Accident Repair understood the necessity to find an alternative way to store and retrieve their documents. Acknowledging that their current method of storing paper documents in boxes within the repair centre was unsecure and inefficient, they turned to a reliable, trusted, and proven partner to introduce a new document management

Challenges

- Need to save space
- Time taken to retrieve documents
- Costly storage systems
- Poor document security

RESULTS.



Automated scanning and storage of invoices



Consistently high levels of service

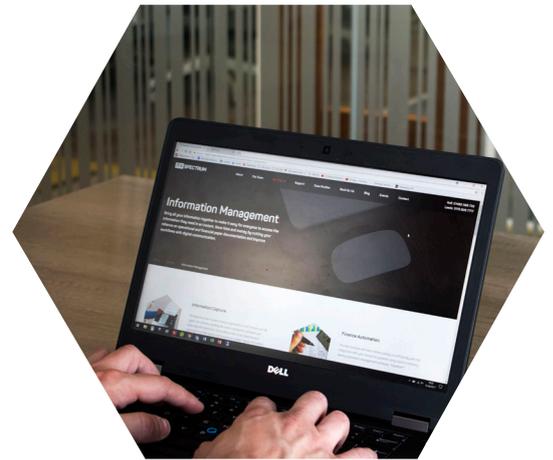
Fraser Accident Repairs provides their clients with the highest standards of care and service, turning to IT@Spectrum to grow and strive for ways in which they can continuously improve.



The Solution

Phase 1 of IT@Spectrum's solution was to provide Fraser Accident Repairs with best-in-class Canon multi-function devices, with which they were able to scan and digitise all of their documents. This created high-quality digital invoices which were then captured by our intelligent capture client software. Not only did this meet their existing print needs, it also addressed one of their challenges by digitising their documents and thereby reducing the need for physical storage.

Phase 2 was implemented by IT@Spectrum using industry-recognised GDPR compliant Therefore software. Fraser Accident Repairs now have secure, easily retrievable, digital documents throughout the organisation, all accessible remotely using ThereforeOnline. Document history can now be effortlessly controlled and monitored, and important invoices can now be located quickly and easily using a dynamic search tool. This efficient method of storage reduces time-consuming mundane tasks, allowing employees to focus on what matters most, their customers.



Increased document security



Reduced reliance on physical storage

“ IT@Spectrum have enabled us to dramatically increase efficiency and productivity in the office. We are now able to retrieve key documents in seconds, and have confidence in the security of our information.”