



Valued Customer – Lakes & Pines CAC



L to R – Larry Phelps, Solbrekk VP of Sales, Steve Long, Director of Data Processing
Chad Brinkman, Solbrekk Network Engineer

Lakes and Pines CAC is a non-profit corporation that offers a variety of programs to assist low-income families and individuals in a seven-county area north of the Twin Cities. They provide assistance to eligible consumers in the following areas: Early childhood and family development; Energy and housing; family loan program; special projects and emergency services.

Solbrekk hosted a document management workshop on March 22, 2006. Steve Long, Director of Data Processing for Lakes and Pines, spoke about Lakes and Pines experience with Solbrekk's Laserfiche document management solution.

Steve stated "Several years ago we were informed by our funders that we would be required to increase our document storage from 3 years to 6 years, meaning we needed to double our storage space. Our other options were quite costly and inefficient. We evaluated a number of document management solutions. We chose Laserfiche because of its modular licensing, which allowed us to purchase what we needed and then add other modules later. We also found it much easier to use than other products. Larry Phelps trained me to use it and I was able to train the rest of my staff. We had several employees that initially were very resistant to the change, but have since completely embraced the solution. Documents can easily be brought up on-line and 2 employees can view a document at the same time. We frequently use the scanning and searching features based on key words to find information. One example is remembering that a decision was made at a board meeting, but not remembering which meeting. A quick search on key words saves a great deal of time."

Steve concluded by saying "Larry is like the Maytag repairman because we just never have problems with the Laserfiche solution."