



❖ DOCPLACE CASE STUDY:



Aids Centre of Queens County

HOW DOCPLACE TRANSFORMED THE FINANCE DEPARTMENT
AT A LEADING NEW YORK NON-PROFIT



About ACOQC

The AIDS Center of Queens County (ACQC) serves the needs of the HIV-positive population in Queens, New York. The range of services it provides includes:



Mental care
and support



Health education
and prevention



Housing
support



Legal
Service



Food
Pantry

All services are provided free of charge at five different sites across the borough.



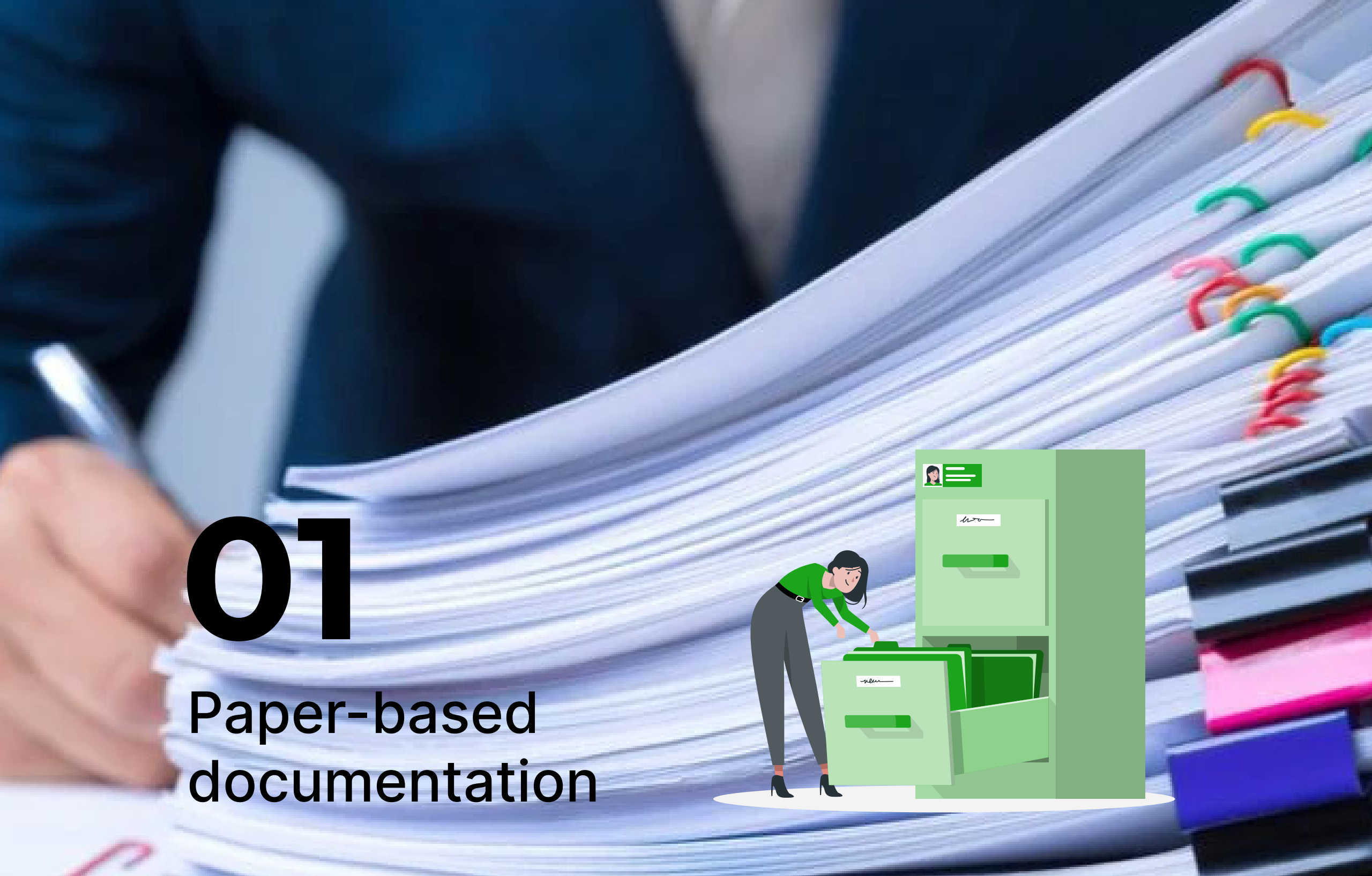


The Problem

Before ACQC partnered with DocPlace, their document management system suffered from two major issues.

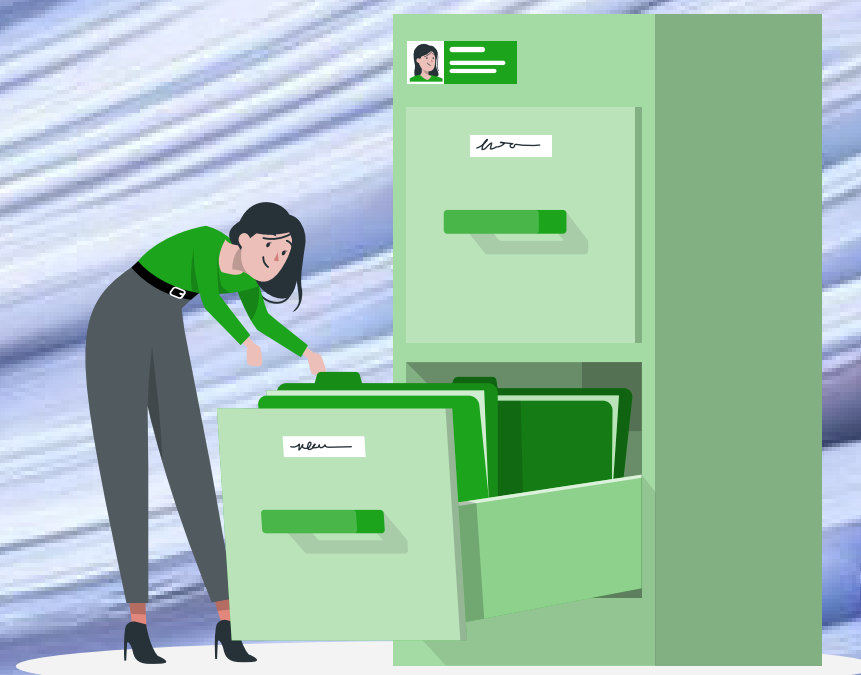
- ✧ Paper based documentation
- ✧ Cumbersome search process





01

Paper-based documentation



Day-to-day operations at ACQC were dependent on a complex system of paper documents. This issue was most problematic in the finance department, which maintained a mountain of paperwork across multiple categories, including banking and payroll.

The organization's reliance on physical documentation made it hard to index documents manually and keep everything orderly.



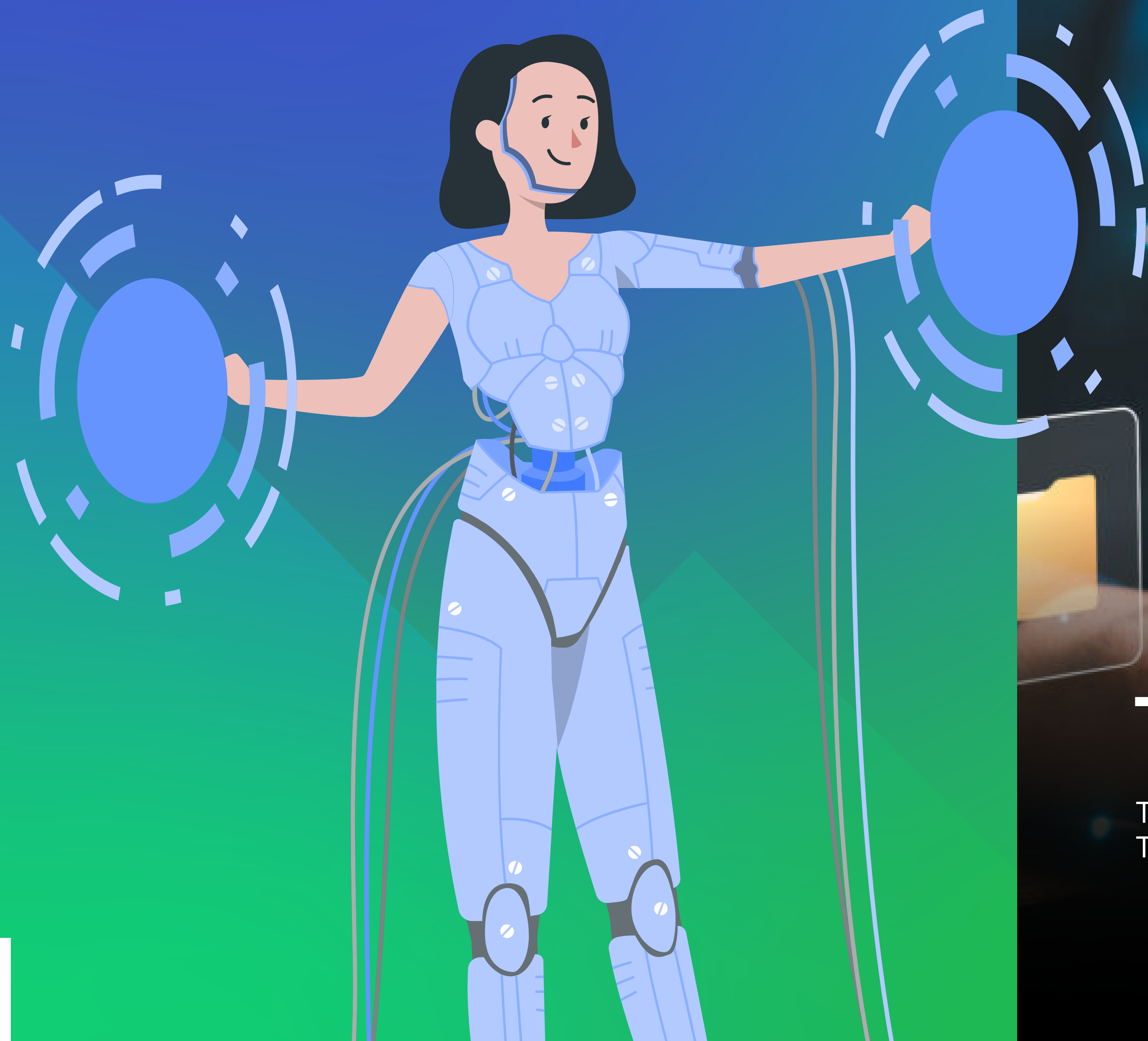
02

Cumbersome search process



The only way to search for a specific document was to pore through the system of filing cabinets manually. This was time-consuming and inefficient, and the problem was getting worse as the organization grew.

Increasingly, the difficulties in finding documents were leading to delays and gridlocks. ACQC's management realized that something needed to change.



The Solution

To fix the problem, ACQC decided to partner with DocPlace. Together, they implemented the following solutions:

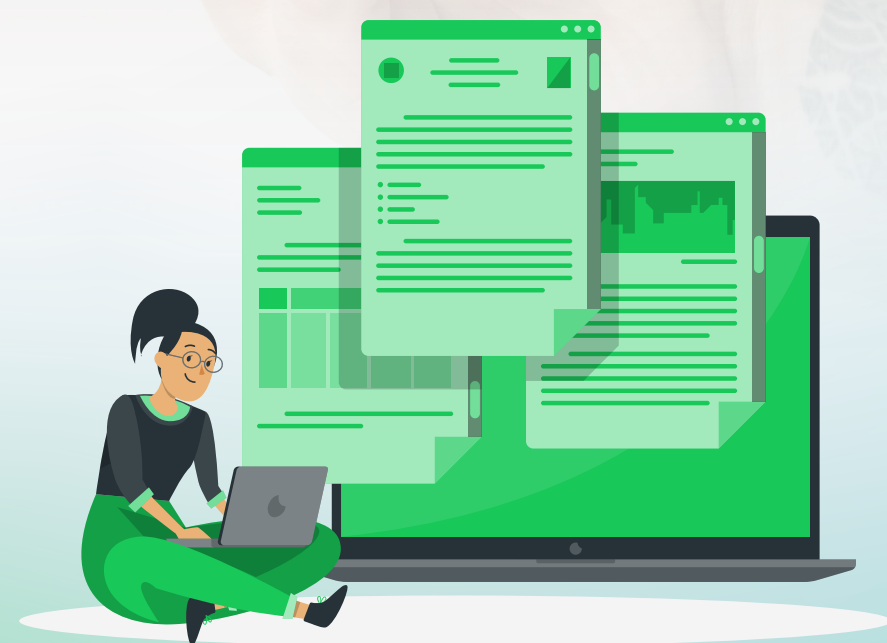


01

Electronic Filing System

ACQC used DocPlace to digitize their entire filing system.

As a result of automatic indexing, accounting documents like check deposits and wire transfer receipts became much easier to organize. This meant there was less possibility for human error.



02

Improved Document Retrieval



ACQC used DocPlace's Optical Character Recognition and AI to locate missing documents.

For example, accounts payable checks could be located based on attributes like check number, amount paid, invoice number or vendor name. Similarly, check deposits could be located on the basis of attributes like deposit date, account number and amount deposited.

This was significantly faster and more efficient than locating these documents manually.



The Result

ACQC's decision to partner with DocPlace has affected day-to-day operations in a number of profound ways.

In particular:

- ✦ The finance department is significantly better organized than it was previously
- ✦ Finding documents is much faster than it used to be
- ✦ There is less human error in record keeping and documentation handling
- ✦ Employees can spend more time looking after the HIV-positive community and less time searching for documents

Would you like your organization's operations to be streamlined in the same way? Book a demo today to find out more!


[Book a demo today!](#)



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