

Farley Funeral Homes and Crematory

The Challenge

Farley Funeral Homes and Crematory generates about 2,000 files each year meeting with new families at one of its three funeral home locations — and since it's been in business since 1932, it had developed quite the storage space overload.

"We're meeting with families every day and adding files. We don't shred or get rid of anything, and we've been in business for over 75 years," Farley President John Williams said. "You tend to accumulate a lot of files, and they just keep growing and growing and growing. You can only build so many shelves before your building literally can't accommodate any more. Off-site storage is not cheap, especially when you look at it as an ongoing expense — it's just not an attractive option."

Farley Funeral Homes and Crematory has three locations in Southwest Florida, with 35 total employees. Each time they met with a family, Williams said, they'd generate the original file copy at the branch location while making a photocopy for the main location, as well. And while its funeral side isn't bound by the same permanent retention requirements as its cemetery side, they have kept funeral files dating back to their original years — just in case.

"With a cemetery, you're always taking care of that client's family, even if you're just cutting the grass every week. There's always the realistic possibility that you'll pull that file and need to contact somebody," Williams said.

All this paper, however, was creating not only storage issues, but also inefficiencies in accessing the information — as well as the occasional misplaced file.

Williams said he wasn't exactly looking for a document



management solution, but he knew that something needed to be done — and when he met an eBridge sales rep at a national funeral convention, he knew he had found the solution.

The Result

From the beginning, Williams and his staff developed a process for compiling each file and scanning it into eBridge. After implementing the platform in August 2010, Farley staff began working from the beginning forward, and by the end of their first year on eBridge, were ready to get current with incoming files.

Williams and his staff began realizing the benefits of eBridge shortly after adopting the system. For one, it's solved their access and productivity issues.

"There's not a day that goes by where you don't hear somebody say, 'Where's that file?' and there are people hunting around for the file on somebody's desk," he said. "If that information is inputted into the system, there's never a question."

In his eyes, a hosted document management system makes sense for any multi-location funeral home or cemetery.

"If you can get your branch location after the family meeting to scan to the cloud, you're done — you've saved paper, and you've saved time," he said.

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.

Farley Funeral Homes and Crematory

Background: Southwest Florida-based funeral home & cemetery
Founded in 1932
3 locations
35 employees

Challenges: Storage burden of 50 years of documents
Too much time spent locating files; misplaced files

Result: Easier staff access to files
Better able to meet retention requirements