



Property Management Company Leverages Workflow Software Solution to Triple Processing Speed

When Herman & Kittle Properties needed to improve a document intensive application process, the property management company approached Sharp Business Systems Midwest to help identify innovative solutions. By leveraging Sharp's recommended workflow software, applications are now processed three times faster.

Business Environment Challenges

Herman & Kittle Properties (HKP) is an industry leading development construction property management company located in 15 U.S. states in 140 unique locations. The company develops, builds, manages and owns multi-family rental housing and self-storage facilities, including high-quality apartment complexes and self-storage facilities throughout the South and the Midwest. A large part of HKP's portfolio is in affordable or subsidized housing, which requires large amounts of paperwork from the applicants—an application can sometimes range in size from 20 – 40 pages—depending on the history of the applicant. In the legacy process, the applications were filled out and scanned from the different property locations and sent to the home office, where they were printed, reviewed and completed before the applicant could move into the housing. Because the various stages of the applicant approval process were being done through email, it would normally take days to get an applicant fully approved for a housing assignment. Additionally, the manual process left room for error, making it possible for an approver to download an incorrect version of the application. The system's inability to automate the process meant that applicants would be without housing for a lengthy amount of time.

Industry

Real Estate

Organization

Herman and Kittle Properties

Challenges

- Labor-intensive application process created unacceptable delays in response time
- Manual review and approval process increased potential for errors

Solutions

- Implemented content management/workflow software solution, specifically configured to optimize HKP's application process
- Deployed 18 Sharp MX-M365N Advanced Series monochrome document systems, seamlessly integrated to the solution via the Sharp OSA® platform

Results

- Tripled processing speed. Average approval turnaround time has been reduced from 20 days to less than 7 days
- Automated workflow ensures applications are processed/routed as efficiently as possible
- Automated validation to identify and eliminate potential errors
- Improved Service: Reinforces HKP's core commitment to consistently deliver the highest level of quality service to their clients

Technology Solutions

Herman & Kittle approached Sharp Business Systems Midwest (SBS Midwest) to help identify solutions that would streamline this process. After a review of available options, SBS Midwest deployed 18 Sharp MX-M365N Advanced Series workgroup monochrome document systems to 14 HKP properties, including the home office in Indianapolis, IN. In addition to providing printing, copying and scanning capabilities, each multifunctional printer (MFP) functions as a seamlessly integrated “on-ramp” for transmitting documents to kick off the application review workflow process. The software organizes, secures and manages housing applications as they are scanned in from the various property locations for centralized processing.

The workflow system provides real-time feedback to users during the application review process. This allows the branch to not only be notified of the final outcome, but also to stay informed of current progress, and to be made aware of any challenges as they occur. The workflow queue management combined with the elimination of reying on one-off emails back and forth have created substantial efficiency and visibility into the process. Finally, all of the documentation is securely archived and managed within the centralized content management repository, ensuring that everyone always has access to the most current information. With just an internet connection and a quick intuitive search, HKP authorized users are now empowered with on-demand access to their critical information, any time, any place.

Proven results

The new workflow enabled content management solution has drastically improved the rate at which applications are reviewed and approved. Whereas previously the applicant approval process took approximately 20 days, it now only takes 7 days or less to get approved and into the system. This not only benefits HKP, but also the populations that it serves. As Robert Maar, Vice President of Information Technology for Herman & Kittle Properties, remarks: “By reducing the time it takes to approve an application, we are actively providing housing to those individuals who need it the most, more quickly and efficiently than ever before.”



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*—Robert Maar,
Vice President of Information Technology,
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