



# Success Story

## Hotel and Golf Course

Located in the heart of North Carolina, lies a full-service hotel complete with dining rooms, full bar, guest rooms and meeting rooms of all sizes and a golf course. This all being done with a sense of style, all its own.



After the first meeting with Milner, it became abundantly clear that the hotel was in need of some way to manage the paper flowing from employee to employee. After some deliberation, Milner proposed a solution that would move the hotel away from their antiquated paper-based processes to a streamlined system that would be able to expand and grow with the hotel as they expanded.

The hotel's goals were simple:

- Have a solution that would be able to collect documents and read them using Optical Character Recognition (OCR) so that the document would be searchable at a later date
- Have a document management solution would also be used for indexing which would reduce labor costs of searching information
- Because the information would be electronically stored, increase processing speeds, and allow for easy access via an typical internet browser

Today, the hotel is making good use of the solution by storing and auto-indexing electronic documents for easy retrieval at a later date. **As the Director of IT states, "it has lived up to everything that I was expecting."** As the hotel expands the use of the document management solution, Milner will be there to help.

