

Curlew Hills Memory Gardens

The Challenge

The funeral service industry has strict record retention policies. In Florida, for example, the state requires that cemeteries owned by the government, a corporation or a single family keep permanent records of each burial, showing the date of burial and the name of the person buried along with the lot, plot and space where the burial was made.

Curlew Hills Memory Gardens has been accumulating paperwork for more than three decades and had finally run out of space. Keenan Knopke, president and CEO of Curlew Hills, had to find an alternate way to store and retrieve their important documents.

"We have 30 four-drawer, fireproof file cabinets full of customer files and no room to add more. These are active files that must be easily accessible seven days a week, 24 hours a day," Knopke explained. "In addition, some of the paper forms were fading and we needed a way to keep them, but without keeping the paper."

At first, Curlew Hills attempted to scan their documents and save them on their own server system, but according to Knopke, "that was a losing situation."

The Solution

Fortunately for Curlew Hills, Knopke heard about eBridge. Training took just a few hours over the phone, and his part-time staff was soon busy scanning 30 years of pre-need files.

The Result

The staff at Curlew Hills has had no problems adjusting to eBridge's document management system. They tackled their existing paper



pre-need contracts and then moved to legacy files, including at-need documents, cemetery deeds and merchandise orders. The Curlew Hills staff loves the ease of eBridge and are excited about the space they will be able to free up by back-scanning their old files.

They have also expanded the use of eBridge into other parts of their business, including the storage of their funeral home business records so that they could access their day-to-day transactions, vendor documents, shipping information and more from anywhere.

"My staff is finding eBridge much easier and faster to use than storing and retrieving their files from the actual physical file cabinets," Knopke explained. "I've definitely seen an increase in productivity since we moved our documents online."

"What sets eBridge apart from other document management companies is that the people at eBridge are friendly and responsive to our needs," 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.

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Background: Established 1978
30-acre cemetery (Palm Harbor, FL)
Full-service, triple-combination facility

Challenges: More than 30 filing cabinets
No way to access files outside the office
Fading and crumbling documents

Result: Eliminated on-site storage
24/7 access to documents from anywhere
Increased file organization
Preserved old and fading documents
Increased compliance with retention laws