Advanced Kiosks

PITTSBURG, CA HOUSING AUTHORITY

CASE STUDY

Advanced Kiosks ∘ 134 Hall St. Unit F ∘ Concord, NH 03301 ∘ (603) 865-1000 ∘ advancedkiosks.com

***"Out of adversity comes opportunity."* - Benjamin Franklin**

Adversity has been an overarching theme for most organizations throughout the course of the COVID-19 pandemic. Countless offices across the US shut down back in March 2020 and many are still closed to the public today. Despite all of the overwhelmingly negative impacts of the pandemic, there have been some silver linings for many businesses as well.

One of those silver linings has come in the form of CARES Act funding, which has created an opportunity for many smaller organizations with limited resources to introduce new processes and technologies that will help them now and in the future.

For the Housing Manager at Pittsburg, CA Housing Authority, that extra funding was all the push they needed to begin working towards quitting what they called a "paper addiction" that is still a reality for organizations who have yet to adopt an electronic filing system. After months of deliberating over the possibility of adding a kiosk to their workflow, they decided the extra funding and downtime brought on by the pandemic would present a perfect opportunity to move ahead with the plan.

The Pittsburg IT Support team went to work configuring **Zamok** (Advanced Kiosks's software package), building scanning & customer service workflows that would simultaneously address multiple issues that surfaced within their organization. Part of that new configuration includes a file management software platform called **Laserfiche**, which works in conjunction with Zamok to automate the filing process. The addition of an **Office Extension 2.0** has been a catalyst for their efforts to go paperless and has also helped to streamline the way they serve their customers.

> ***"The cost is so low that it doesn't make sense for people not to do this."***
>
> *Housing Manager*
> **Pittsburg, CA Housing Authority**

THE OLD WAY

Their previous business model relied on old-fashioned methods that felt clunky and inefficient: a receptionist greeting every customer, collecting large amounts of confidential paperwork (which then needs to be distributed to the proper parties) only to be filed away into an archaic filing system, and then ultimately shredded. The writing was on the wall before the pandemic even came, which only exacerbated the already obvious problems.

"One of the biggest problems we have is receiving documents and having them find their way to the correct housing specialist, and this will eliminate it". Now, no one leaves the office with any doubt about the delivery of their important documents.

THE NEW WAY

Pittsburg, CA Housing Authority reception area

Their new process includes the benefit of time stamped receipts indicating that their documents were scanned, so customers can be 100% certain of their submission. The Housing Manager continues: "When it's scanned, it's going to go to the correct housing specialist, and there's no way that that document can be misplaced or misfiled".

In order to ensure that the scans are delivered to the right place, they tapped into a standard Zamok feature: the question and answer driven scan workflow. Within that system, the administrator sets up a line of questioning that the users will answer during the scanning workflow. The answers to those questions are distributed with the scans and can be used to identify and sort the document(s).

The introduction of a self-service scanning workflow has supported their transition to electronic records while allowing them to provide all of the same services as before, but in a more efficient manner. The Pittsburg team has taken Advanced Kiosks' OfficeExtension 2.0 product and configured it to be the ideal solution for what their business needed: a bridge into the modern age.

Their success story is a blueprint for all other housing authorities (and most other businesses) to follow. By introducing simple technology and creatively applying it to the pain points within their organization, they were able to address multiple issues with one self-service solution.

> ***"We did not hire a receptionist because we haven't had one in 15 months... Going forward, we decided to hire an analyst in place (of the receptionist) and to have the staff be more interactive since they're not having to file (paperwork) anymore"***
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> *Housing Manager*, **Pittsburg, CA Housing Authority**

Moving forward, the Housing Manager believes that the ability to stay accessible is one of the biggest challenges for Pittsburg and other housing authorities. By minimizing opportunities for transmission through human contact, Pittsburg's restructured self-service workflow increases the likelihood of keeping their office open despite the unpredictable nature of the current public health situation.

This budgetary restructuring has created even more opportunities, freeing up funds to dedicate to a more impactful position within their team: "We did not hire a receptionist because we haven't had one in 15 months... Going forward, we decided to hire an analyst in place (of the receptionist) and to have the staff be more interactive since they're not having to file (paperwork) anymore".

Above all else, the Housing Manager says, the greatest feature of their new kiosk is their projected return on a comparatively low investment: “The cost is so low that it doesn’t make sense for people not to do this. The other products in the market are twice or three times what your product (Office Extension 2.0) costs ... It’s very practical for everyday use. I envision it being a very helpful tool for a very low cost.”

Pittsburg’s Office Extension 2.0 user interface

To get a better understanding of the configuration process behind Pittsburg’s new workflow, take a look at the **Visual Guide for Kiosk Management**. This document guides you through the initial steps for setting up your organization’s very own self-service solution.

If you have questions about Pittsburg’s solution or the process behind it, please do not attempt to contact them directly. Instead, please reach out to our Sales team at **sales@advancedkiosks.com** or call **(603) 865-1000.**

Looking for more information about Advanced Kiosks and Housing Authorities?