Borror Properties is a leading property management, development, construction and real estate organization based in Columbus, Ohio. With more than 60 years of experience, Borror Properties is rapidly growing and has increased its number of employees 140 percent, from 50 to more than 120 in three years. The property management division of Borror Properties manages more than 80 communities across the Columbus area, handling everything from property inspections and upkeep to compliance checks and communications. Borror Properties works closely to collaborate with developers, boards, and owners to relieve them of everyday tasks as well as lead their long-term planning.

With six employees who manage between 7,000 and 10,000 condo units, the association management division required a very organized approach to document management. They had 55,000 paper documents spread...
across 15,000 folders, and the amount of paperwork was rapidly outgrowing their current folder-based approach to managing them.

“A lot of time was spent trying to locate documents in the association management division. Employees were constantly asking themselves questions such as, ‘Could this document be in a tax folder or the accounting folder?’” said Matt Cook, IT manager at Borror Properties. “All property managers had physical boxes for each community, each with folders of paperwork, and we needed a modern approach to managing these documents.”

IMPLEMENTING AN INTELLIGENT INFORMATION MANAGEMENT SOLUTION

Fireproof Records, a company specializing in helping organizations better handle information, showed Cook several different document management solutions, from which Cook selected M-Files, an intelligent information management solution.

“When I saw the product I immediately thought, ‘That’s exactly it, that’s what I am looking for,’” continued Cook. “I liked the user interface and the simplicity. And I liked how robust it was; we could use it across multiple business departments to leverage the breadth of its document management features.”

The cloud-based M-Files implementation went smoothly, noted Cook. Users quickly began to adopt the new system, and all files were soon stored on remote servers.

“Going digital immediately freed up so much space, because we no longer had boxes of files everywhere. One of our goals was to go paperless, and now we have greatly reduced printing because we can easily store and locate business critical documents within M-Files,” said Cook.

“M-Files is easy enough that it can be managed without specialized knowledge, and we have quickly expanded its use across our business....We have been growing into a flourishing organization with the M-Files platform at its core, and the possibilities are endless.”

- Matt Cook, IT manager, Borror Properties

FireProof Records was able to quickly scan and file the contents of Borror Properties filing cabinets directly into M-Files.

AUTOMATED WORKFLOWS STREAMLINE DOCUMENT MANAGEMENT

M-Files was first implemented in the Borror Properties association management division. The division has weekly property inspections across all its communities. This process once consisted of a special program where association managers would receive emails about their inspections. If an inspection had been completed, they would receive an email with an attachment. Managers would have to open each email, open an attached PDF, print it out, then mail it in. They could be getting 10 of these emails at a time, and the process of printing and combining all related documents was entirely manual.
Borror Properties created a workflow in M-Files that automates this process. Now, association managers can drag their inspection reports into an M-Files workflow box. Using artificial intelligence, M-Files extracts the metadata from the inspection report and immediately transfers the required documents to a window, where they wait to be printed. M-Files combines all the files for the association manager, and all the manager must do is hit “Print.” Once the document is printed, managers click the “file it” button and all the paperwork is indexed by metadata, so it is easy to locate again.

“Because this is something they do on a regular basis, the amount of time saved daily is extraordinary,” said Cook.

**BUSINESS BENEFITS EXTEND TO THE BOARD**

Going digital has allowed association managers to easily share important documents in meetings or on tablets, increasing their mobility and reducing the dependency on physical paperwork. M-Files has also helped Borror Properties increase important communications and documents with its association boards.

“When documents are too big to email, M-Files allows us to send a document link via email,” said Cook. “We have quarterly meetings with all of our association boards. In these meetings, managers can locate a document immediately within M-Files instead of having to log in and search directly on a windows desktop. The organizational benefits are extending to our customers and key business relationships.”

**EXPANDING INTO FINANCE AND HR**

After M-Files was implemented in the association management division, Borror Properties quickly led the way for its introduction into the HR and finance departments.

“M-Files is easy enough that it can be managed without specialized knowledge, and we have quickly expanded its use across our business,” said Cook. “It took only a month and a half to get the HR department up and running in M-Files.”

Because Borror Properties is rapidly growing and has more than doubled its number of employees in three years, HR deals with a lot of emails and paperwork affiliated with onboarding and offboarding employees. Borror Properties also moved offices a year ago, and they wanted to eliminate the filing cabinets housing important employee records. Digitizing the HR processes has allowed Borror Properties to reduce physical paperwork while using custom access permissions to increase the security of classified employee information.

The finance department has also benefited from implementing M-Files. Employees can make all contract revisions within M-Files and easily document that invoices have been paid. Borror Properties is responsible for handling all the administrative tasks for associations they manage, such as paying a contractor or collecting dues, and all of this is now managed and clearly documented within M-Files.

**REDEFINING PROCESSES IN CONSTRUCTION**

Furthermore, Borror Properties is in the process of implementing M-Files in its thriving construction division. The business unit has recently grown to building 20-unit apartment complexes, with five buildings located in downtown Columbus and two in-progress.

“The construction division is highly mobile, so having access to documents on tablets with M-Files will be crucial,” said Cook. “This division has grown in size, and we are redefining our processes with M-Files by asking, ‘Is this how we want to do it?’”

Cook is also looking to soon extend the M-Files system into the apartment management division of Borror Properties. “We have been growing into a flourishing organization with the M-Files platform at its core, and the possibilities are endless,” said Cook.

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**ABOUT M-FILES**

M-Files provides a next generation intelligent information management platform that improves business performance by helping people find and use information more effectively. Unlike traditional enterprise content management (ECM) systems or content services platforms, M-Files unifies systems, data and content across the organization without disturbing existing systems and processes or requiring data migration. With the Intelligent Metadata Layer, M-Files breaks down silos by delivering an in-context experience for accessing and leveraging information that resides in any system and repository, including network folders, SharePoint, file sharing services, ECM systems, CRM, ERP and other business systems and repositories. Thousands of organizations in over 100 countries use M-Files for managing their business information and processes, including NBC Universal, Rovio and SAS. For more information, visit [www.m-files.com](http://www.m-files.com).

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