

DocuWare gives Access Door Systems a seamless document system that removes paperwork, boosts efficiency, and keeps every engineer and office team fully prepared, wherever they're working.



**Danielle Fisher, Service Manager,
Access Door Systems, Bolton,
uses DocuWare to replace paper-based working
with a single digital home for documents:**

“DocuWare has changed the way we work. Our teams can rely on one simple, secure system for every document, wherever they are, removing paperwork and delays and helping us work more efficiently across our entire business.”



- Location:** United Kingdom
- Industry:** Manufacturing
- Deployment:** Cloud
- Department:** Operations and partial accounts

Access Door Systems provides quality industrial doors, security shutters, service, repair and maintenance to businesses across the United Kingdom.

A few years ago, Access Door Systems realised its paper based job process was no longer workable. Handwritten job sheets, duplicated forms, and manual quoting caused delays, missing paperwork, and slow customer response times. "It was costing us a lot in paper and printing, and jobs were taking too long to process," Danielle Fisher, Service Manager at Access Door Systems said. "Paperwork would go missing, get dirty, or come back days later."

A single service job could generate more than 30 handwritten sheets, all of which needed scanning, storing, and being manually typed into quotes. "If an engineer was off, we had to wait until they came back to get the paperwork," Danielle added. "It really held everything up; our invoicing, our quoting, even on occasion giving customers updates." Access Door Systems needed a solution, and fast.

In 2024, DocuWare was introduced to modernise the workflow. The platform now manages all of Access Door Systems' job types, from callouts and repairs to installations, servicing and

supply - whether staff are in the office or out on the road. Jobs are logged digitally, assigned to engineers, completed on tablets, and instantly stored in DocuWare. "We needed a system that worked for everyone in the company," Danielle said. "DocuWare gave us exactly that. It's simple to use, easy to navigate, and no more piles of paperwork!"

Training was straightforward. The DocuWare Partner managing the project provided step by step onboarding over three months. Office staff quickly became confident users, and engineers were equipped with tablets and clear instructions for receiving and signing off jobs. "I understand nobody really likes change - we're human," Danielle noted. "But once everyone saw how easy using DocuWare was, they got on board. Within a few months, the whole team was comfortable using it."

The results have been significant. Jobs are now sent to engineers instantly, enabling faster response times, especially for emergency callouts. Paperwork no longer goes missing, and job reports are visible to both customers and office staff as soon as they are completed. "Invoices are done the same day now," Danielle said. "Quotes too are completed within the same day or next

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working day. There's less paperwork on desks, and everything is stored in one place." It has been estimated that as of July 2026, ~80% of the company's documents are currently hosted in the DocuWare Cloud platform.

Access Door Systems has also seen a higher rate of same day job completion and improved customer satisfaction. "We've saved massively on time," Danielle added. "Customers get updates faster, engineers spend less time on admin, and the office isn't chasing paperwork anymore."

Today, Access Door Systems hosts approximately 25,667 documents within DocuWare Cloud, representing thousands in paper cost savings. "But the biggest benefit," Danielle said, "is the ease of storing jobs and paperwork. DocuWare has completely changed how we work."

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Discover more: start.docuware.com