

DocuWare gives East Coast Scaffolding instant digital access to vital documents and forms, creating a secure, seamless workflow that transforms preparation, compliance, and efficiency across every job.



Aaron Fermanis, Managing Director at East Coast Scaffolding in Sydney, uses DocuWare to centralise documents and prepare teams wherever they work:



“With DocuWare, our teams can pull up any document or safety form instantly, whether they’re on-site with a tablet, working in the office, or at home, so they’re always prepared and able to get on with the job.”



- Location:** Australia
- Industry:** Construction / Building Management
- Deployment:** Cloud
- Department:** Admin, Operations
- Integration:** ERP (MS Access Front-end and SQL Express Backend)

East Coast Scaffolding services the residential building industry. Based in Western Sydney, it manages ~250 active sites at any time.

In 2023, East Coast Scaffolding wanted to modernise its document-management workflow. The company was using an application whereby documents would come in, then its server would read the job number and store it in a database. This was an inefficient, tedious, and often manual process. Aaron Fermanis, Managing Director, commented, "A lot was going on in the back-end to get these forms to go where they needed to."

Now, it's simple. "DocuWare's extended functionality eliminated a lot of that cumbersome back-end processing that we had," Aaron added. A job number is created in the company's database and fed into DocuWare, allowing employees to view it, capture details with single-click indexing, complete the job sheet, create the job, and store documents as they arrive. DocuWare acts as a central repository for all job-related documents, including purchase orders, plans, e-mail correspondence, reports, and quotations. Aaron noted that documents are now "easy to access and secure for everyone in the business."

A major draw for East Coast Scaffolding was the forms component. "With health and safety so critical in our industry, DocuWare forms

became the perfect entry point for streamlining site-specific risk assessment and audit reporting." Workers can arrive on site with a tablet, open a job-specific link, review a pre-populated form, add photos, answer questions, and submit - giving the business instant access to the completed report.

"Another advantage of forms is the ability to submit and automatically send them to our clients," Aaron said. In construction, for certain reports and handover certificates, the end user must receive a copy. DocuWare allows forms to be routed to multiple recipients automatically and instantly, eliminating the need for an employee to attach the form to an email and send it off, which used to be done previously by the company. Too, with this functionality, East Coast Scaffolding's clients can be confident that documentation is handled through a compliant, consistent, and reliable process.

DocuWare integrates with the company's existing ERP software, a Microsoft Access database, which is used as its primary scheduling tool. Aaron commented, "Certain functions that are done in DocuWare will trigger other actions within our database. That's done via the SQL server and 'DocuWare telling it to do things'. It's quite clever how it all integrates." With this integration, the

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company gains access to additional features, such as tasks, workflows, and lists that help streamline processes and support the team.

East Coast Scaffolding currently has almost 11,000 documents and 5,300 forms in DocuWare. It's been calculated that, based on six employees, around 264 hours per year are saved with DocuWare - an estimated return on investment of AU\$40,000 per annum.

It's not only the immediate returns that matter to East Coast Scaffolding. The company sees strong long-term potential in DocuWare and is looking forward to the additional capabilities that will be introduced. "A big benefit is that the platform sets us up to adopt new technologies like artificial intelligence. We're on the right path for the future of our business."

"DocuWare provides a platform for our business to start adopting greater technology, including AI, in the future."



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