

## Neopost boosts Taunton Deane Borough Council's digital transformation

[Taunton Deane Borough Council](#) provides a range of public services to the towns of Taunton and Wellington, as well as the surrounding villages. Alongside its neighbour, West Somerset Council, it is in the midst of a merger that will eventually result in a new wider council that will manage the jurisdiction of both organisations. This transformation has so far provided more than £1.5 million in savings to the taxpayer, and further reductions will be achieved through the digitisation and streamlining of current processes.

### Archaic archiving was a waste of space, time and money

As part of the project, Taunton Deane Borough Council is refurbishing its Taunton headquarters, The Deane House. Stored within the building were approximately 900 paper files that contained information about all of the commercial buildings in the area. Housing the files required nine floor-to-ceiling filing cabinets, and further items were being added daily. The Council knew this wasn't sustainable and understood that digitising the records would save significant space and resources. It approached [Data Capture Solutions](#) (DCS), a Neopost-owned company, and explained the challenge.

### More space and time to better serve customers

Due to DCS, the Council now has its entire file library digitised and at its fingertips. DCS [scanned each item](#) and tagged them for keywords, ensuring that they are fully searchable and easily retrievable. The scanning was completed in small batches, as to not impact the Council's ability to work and for it to check that each document was accounted for.

The digitisation project was completed on time and on budget, and has provided numerous benefits. Employees are able to retrieve documents from any of the Council's premises, as well as from home and while on the move. The space that used to house the filing cabinets will be completely redesigned as part of the renovation and will become a customer-facing area.

For further information around how Neopost is helping [Taunton Deane Borough Council](#) with its transformation, see the case study at <https://goo.gl/oqtybd>. To discover how DCS could make a difference to your processes, visit <https://www.neopost.co.uk/data-software/electronic-document-manage>