

I am the entire HR department. I extend offer letters, I handle the onboarding process, salary increases, jury duty notifications and everything. I couldn't do that without DocuWare.



**Simon Burgess, Chief Administrative Officer,
QCI, San Diego, CA, USA**

Before DocuWare, so many processes were manual, cumbersome and resource consuming. DocuWare changed all that. Today, when we upload a w4 or any legal document, it alerts various people who need to know that something has changed and process it. I am the entire HR department, just me. I handle onboarding processes, salary increases, jury duty notification, everything! Without DocuWare I'd have to have another HR manager.

"I was in Iceland six months ago when I got a call from the CEO looking for a contract nobody could find. Standing on the side of a volcano, I pulled up the contract using DocuWare on my phone, exported and texted it to him."



- Location:** USA
- Industry:** Technology
- Deployment:** Cloud
- Department:** Accounting, Corporate Compliance, HR, Insurance, Legal, Vendors

"DocuWare has reshaped our company. We built much of our structure around it because it's such a powerful repository."

Deployed in 300+ casinos, the QCI platform integrates player development, marketing and gaming into real-time, data-driven decision-support tools.

Quick Custom Intelligence or QCI is a technology company that delivers AI-driven analytics and operational software tailored to casinos and resorts. Deployed in over 300 casino resorts worldwide, the QCI Enterprise Platform integrates player development, marketing and gaming operations into real-time, data-driven decision support tools.

Founded in 2020 by two co-owners, Dr. Ralph Thomas and Andrew Cardno, QCI experienced rapid growth and was struggling to keep up with the burgeoning customer base and volume of documents. "When I started here, they were hiring somebody to manage paperwork—half of this person's job was literally to print and file paperwork," says Simon Burgess, Chief Administrative Officer. "There were piles of papers in the office in San Diego that needed to be filed. There was no process for onboarding customers, causing delays in sending the initial invoices."

DocuWare Delivers Efficiencies

Burgess was familiar with DocuWare from his previous experience so he pushed for it as a solution. "As soon as I brought it in and showed everybody what it can do, we proceeded as quickly as possible," says Burgess. Today, all employee onboarding, payroll and personal changes are automated through DocuWare.

Company-wide notifications are used for new customer alerts and legal contracts via a dozen active workflows. Expense approval and invoice approval processes are also digitized with a special workflow that allows one of the company owners to oversee all expenditures. "We are a very small and efficient finance and administration department, and I am the entire HR department," Burgess shares. "I extend offer letters, I handle the onboarding process, salary increases, jury duty notification, and everything. I couldn't do that without DocuWare."

DocuWare Restructures the Company

The company was able to instantly save \$40,000 a year by not having to hire a new employee to split their time filing paper and other tasks; instead, the new person was trained as a full-time compliance

"When I started here, they were hiring somebody to manage paperwork. Now everything is automated."

"We go into the AP file cabinet and search by the invoice amount. What other system can possibly do that?"

specialist. If the company didn't digitize, it would have to move into a bigger office just to store paper files.

With over 15,000 documents already in DocuWare, QCI adds about 500 more a month, which would require a larger physical space. Recently, DocuWare was integrated with NetSuite. "DocuWare has restructured the company," Burgess says. "We have really designed a lot of the company around DocuWare because it's just such a great repository."

Everybody Loves the Accessibility

With 30 users, DocuWare is crucial to QCI business. Users' favorite feature is that DocuWare allows access from anywhere.

Accessibility is what everybody loves, says Burgess. "I was in Iceland six months ago and I got a call from the CEO who said, nobody can find this contract. Do you have it? And I was literally on my cell phone, standing on the side

of a volcano when I pulled up the contract using DocuWare, exported and texted it to him. In today's fast-paced world that instant and dynamic access level is a game-changer," Burgess says.



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