

RE/MAX, LLC

RE/MAX, LLC operates as a real estate system of franchisee owned and operated offices and their affiliated independent professionals in the United States. The company's services include commercial investments, referral networks, advanced training courses, technological tools, Internet and extranet Web sites, and national television advertising campaigns. Its services also include tips on selling home, property search, asset management, brokerage, financial analysis, market research, property valuation, and site selection. The company was formerly known as RE/MAX of America, Inc. RE/MAX, LLC was founded in 1973 and is headquartered in Denver, Colorado. The company has operations in Africa, Asia, Australia, the Caribbean, Central America, Europe, Mexico, New Zealand, and South America, as well as in Kerala.

The Problem

Due to RE/MAX, LLC's growth over the years and continued selling of Franchises, they had an overwhelming need to electronically manage their franchise agreements and contracts. In 2004, RE/MAX, LLC purchased a Ricoh eCabinet. To date RE/MAX, LLC manages over 40,000 agreement and contract documents. While this was a stable and robust solution the Ricoh eCabinet became a discontinued product. RE/MAX, LLC required a new solution that allowed them to expand and improve business processes in addition to reliable and stable document retrieval.

The Solution

RE/MAX, LLC considered many options to replace the eCabinet while determining their organizational wide strategy for Electronic Content Management and process improvements. Ricoh, together with Tromba Technologies, implemented a FileBound DM and Workflow with PSI Capture Solution. All of the eCabinet documents were converted and optimized for the new FileBound environment. RE/MAX, LLC was able to immediately take advantage of the features and functionality of FileBound. They now see more ways to use FileBound to meet compliance requirements and improve additional business processes in other departments.

The Results

With FileBound, RE/MAX, LLC can now capture more documents with greater accuracy to meet their new compliance requirements. RE/MAX, LLC can grow their business and electronic document environment with absolute confidence that they have a flexible and powerful Electronic Content Management solution that will help them to grow and stay ahead of their competition.

Industry

- Real estate

Application

- Franchise documents
- Accounting
- Human resources

The Problem

- Document control
- Document distribution
- Scalability

The Solution

- FileBound Document Management Solution

The Benefit

- Improved service levels
- Scalable systems
- Operational efficiencies

Find | Control | Optimize | Protect