



## LIVING INNOVATIONS AUTOMATES PAPER-BASED WORKFLOWS WITH FREVVO + PiF TECHNOLOGIES

- Living Innovations has 15 offices scattered over 4 states.
- Due to regulatory and business requirements, they use numerous paper forms.
- Paper is hard to manage and audit – personnel must physically travel to the locations.
- Working with PiF Technologies, they're using frevvo to digitize paper forms and generate indexed documents that flow directly into DocStar.

**Customer Profile:** For over 20 years, Living Innovations has provided support and residential care to people with disabilities to have a good life at home and in the community.

**Business Situation:** As a healthcare organization, Living Innovations is subject to numerous regulatory requirements. They have lots of binders and paper, spend lots of time correcting errors, make copies for filing and physically travel to their locations to audit the information.

**Solution Summary:** Living Innovations worked with frevvo's partner PiF Technologies to implement an Electronic Document Management system from DocStar so that they could turn paper documents into electronic ones. The logical next step was to stop generating the paper in the first place and to turn their forms into electronic ones integrated with DocStar.

"The beauty of the system is that there are so many manual tasks that we can design and include, allowing us to minimize costs and increase efficiencies.

frevvo has the best combination of simplicity and flexibility in the market."

**Mari-Lynn Winn,  
Director of Continuous Improvement**

Using frevvo's low-code, visual solution, PiF was able to automate their Applicant Tracking and Onboarding process in weeks. Rather than print out a stack of paper for a new hire it's all electronic. The system generates required documents like a W-4, I-9, Code of Conduct etc. The solutions are integrated so that documents flow seamlessly to DocStar. Index fields are also created automatically.

The next process Living Innovations plans to tackle is the PCP (Person Centered Plan) process where employees record the plan, track services performed on a weekly basis and the billing for the services is automated. This process will be integrated with their Acumatica ERP system.

Working with PiF and frevvo, Living Innovations plans to rapidly digitize all their forms and workflows.

### **Benefits:**

- The automated processes in frevvo are significantly faster.
- Time and costs to prepare and facilitate a new hire on boarding is virtually cut in half.
- Integration with DocStar has reduced the handling and physical filing of business documentation.
- Using frevvo, it's fast and easy to design, deploy and update workflows to solve business issues.