

# Bowen Family Homes

Location: **Duluth, GA**

Industry type: **Real Estate Development**

Current business: **Residential home construction**

Number of Employees: 200  
[www.bowenfamilyhomes.com](http://www.bowenfamilyhomes.com)

## BUSINESS CHALLENGES

### Manual Approval Processes and Lack of Status Visibility:

Bowen Family Homes wanted to streamline its approval process for home sales contracts. While it had previously deployed SharePoint 2003 as a document repository for contracts, the approval portion of its process was still manual.

Employees had to manually visit the SharePoint repository site, download the appropriate document, review and approve it, send an email notification that the document had been approved, and then manually sign and submit documents that required signature. Not only was this inefficient, but it was also difficult to update management on exactly where things stood.

## CORASWORKS SOLUTION

### CorasWorks Workplace Suite:

When transitioning to SharePoint 2007 earlier this year, Bowen decided to deploy the CorasWorks Workplace Suite to build a solution to automate its approval process.

Every sales document that requires a signature and/or approval is now sent through its new approval process. Employees are notified and are able to view and approve documents directly within the site. Once documents are approved, those impacted are automatically updated via email. And CorasWorks dashboards are leveraged to roll up the data, so management can easily view what has and has not been approved. Bowen has even integrated electronic signature technology to further automate the process.

## THE IMPACT

### Increased Productivity:

This new solution has undoubtedly saved Bowen time. Per Brad Marshall, "CorasWorks has enabled us to eliminate at least 80 man hours per week with its automated approval process. Our employees can now spend more time being productive and less time merely approving documents."

### Better Visibility and Monitoring:

While Bowen previously relied on email to communicate approvals, the solution's delivery of real-time data speeds up the entire approval process. With single site access to data, things are less likely to fall through the cracks. The new dashboard displays allow executives to better monitor the process at a management level, enabling improved decision-making.

**"CorasWorks is an incredible partner. Not only do they have a relentless 'can-do' attitude, but they are very proactive in their thinking. Whenever I take a development idea to them, I'm amazed to find they're already working on it!"**

*– Brad Marshall, Corporate IT Director*

## Next Steps...

Ultimately, Bowen aims to become a paperless office. It is seriously considering CorasWorks' document management solution to help cost-effectively manage home files online, thus eliminate the need for its endless cabinets of paper files that are frustrating to keep organized and increasingly less manageable.