

# Case Study



In the effort to help people heal, a search for more efficient operations



The Windridge Therapeutic Equestrian Center has one of the more bucolic headquarters you'll ever find in a non-profit organization. Located near the East Texas city of Gilmer, Windridge sprawls over 66 acres of pine-covered landscape, where nine staff members, 22 horses, and a 38,000-square-foot equestrian facility are dedicated to providing opportunities for children and adults with disabilities through equine-assisted activities and therapies.



## Business Needs

The organization began in 1988 when Margo Dewkett, a long-time horse trainer and race horse jockey, wanted to start using horses as a therapeutic tool for people with neurological disorders, physical impairments and other conditions. Horse-back riding stimulates the human muscles and nerves used in walking and other normal motions which helps tremendously for therapy purposes.

In the decades since it began, Windridge has experienced incredible growth, spurred partly by the organization's outreach and partly by word-of-mouth recommendations. In the process, it has experienced growing pains that are familiar to most small organizations.

For Dewkett, one of those was dealing with a large and growing volume of paper that was undermining operational efficiency.

**“We’ve used paper documents for all of our activities, from employee and client forms, to reports on the conditions of our horses, to research that we’re conducting on the effects of equine-assisted therapy,” she says. “We’ve been operating for more than 25 years, and wanted to create electronic versions of all of our documents. But when I looked at all the paper we have accumulated, I despaired to think how much work it would take to create.”**

Initial attempts at digitizing the organization's paper documents were not encouraging. Dewkett says Windridge tried a couple of scanners from different vendors, but none worked well. “Their software was not easy to use and they wound up taking more time than I wanted to spend on scanning, driving me nuts,” she says. “The machines just wound up collecting dust.”

## Solution: Fujitsu ScanSnap S1300i portable scanners

A better solution was presented one day when Dewkett was visiting with a Windridge donor. “He showed me a Fujitsu ScanSnap scanner, and gave me a demonstration by writing a note, scanning it, and having it pop up as a PDF on his computer screen. The total time from when he first mentioned the scanner until I was looking at the electronic version of his note was less than three minutes. I was sold. The next day we went out and bought our first Fujitsu. It’s been with us ever since.”

Windridge is using the Fujitsu ScanSnap S1300i, a portable scanner that can perform duplex scans of up to 12 pages a minute, turning documents and images into Adobe PDF or JPEG files.

**“It exceeded my expectations because it’s so fast and easy to use,” Dewkett says. “The software that it uses to communicate with the computer is very easy to understand. It just works.”**

Windridge is using the S1300i to scan a wide range of documents and other materials, including sponsor-generated artwork for fundraising campaigns, business cards from potential donors and contacts, and a long list of forms used for collecting information on clients, volunteers, policies, and operational details such as the health of the horses.

## Benefits: Greater efficiency, more office space, and a way to capture the history

The small Fujitsu scanners make a big impact on daily operations at Windridge.

“I am one of the people responsible for testing potential instructors, so I’m out and about a lot, and everything has to be portable,” she says. “All of the documents surrounding our instructors are done using paper forms, but I need them converted as quickly as possible into electronic documents. I can carry a Fujitsu scanner and my laptop with me and scan documents on the spot.”

The organization's long-range plan for its archives is to eventually digitize all documents. This will result in a number of benefits.



“First, it will free up office space that we can use for activities other than storage,” she says. “What’s more important is that it will help us maintain our history, which is something we desperately need to do. Every heartbeat that passes through Windridge’s gate, people and horses alike, — has to have documentation or files created, and the Fujitsu scanners will play an important role in building long-lasting, easily accessible records.”

The scanning technology will also play a role in helping the organization grow. “The biggest benefit of the Fujitsu scanners is the level of efficiency that they provide for daily administrative duties. For example, I make a lot of notes on documents that appear in different colors, like red or blue. I can quickly find those notes in the PDF files. Having electronic copies of our documents just makes everything go faster, which means we have more time to spend helping our clients and continuing our growth.”

**Windridge benefit snapshot:**

- Portability of S1300i enables staff to bring scanning capabilities with them in the field.
- Helps streamline daily administrative activities.
- Digitizing paper documents frees up office space previously used for storage.
- Easy to find comments in PDF files.
- Artwork and other materials used in outreach efforts easy to scan into local PC folders.

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