

Company Documents

Scenario

ABC Suites (Pty) Ltd

"If it is not documented, it doesn't exist....As long as information is retained in someone's head, it is vulnerable to loss"
– Louis Fried

The Challenge

At ABC Suites, essential company documents and staff records were stored in a mix of filing cabinets, personal folders, and email attachments. Managers often kept their own copies of staff documents, making it difficult for HR to access the latest versions. Searching for the right file—especially when working remotely—was time-consuming and frustrating.

HR Director Molly Coddle recognised the risk: without a centralised system, documents were vulnerable to loss, duplication, and version confusion. She needed a digital solution that would streamline access, protect confidentiality, and ensure the right people could find the right documents at the right time.



Timeous searches for documents only at the office

How ABC Suites uses epic:

Epic's **Company Documents** feature gave ABC Suites the structure and control they needed to manage documents with confidence.

Molly began uploading essential company documents into Epic, organising them under clear categories and applying access restrictions where needed. Staff records—such as employment contracts, disciplinary summaries, banking details, and address updates—were stored securely under each employee's profile, with access granted to managers and staff as appropriate.

Documents could be updated in real time, ensuring the current version was always available while older versions were archived or deleted. Whether in the office or working remotely, users could now retrieve what they needed in seconds—no more chasing, no more guesswork.

Staff Training Records added another layer of efficiency. Molly could create and manage training courses, assign attendees, and track participation—all within the same system. Certificates and related documents were uploaded directly to staff profiles, and attendance reports could be generated in PDF for compliance. Managers had visibility into their team’s development progress, while staff could easily log training attendance. This streamlined approach ensured a clear, auditable record of professional growth and reduced the administrative burden on HR.

The result? A dramatic improvement in administrative efficiency, reduced frustration, and a professional-grade document system that scaled with the business.

“From paper trails to digital clarity—Epic’s Company Documents feature helped ABC Suites turn information into instant access and peace of mind.”