

# Adien

Adien saves money and reduces admin time with a simple Dropbox solution that lets them ditch their expensive server and complicated paper processes.

## The challenge

Keep Adien online and productive during the pandemic and find a long-term alternative to time-wasting filing processes.

## About Adien

UK-based Adien specialises in utility detection and 3D mapping for clients like BT, the Ministry of Defence and many more. They produce maps and blueprints of buried pipes, cables and other utilities – so that clients know exactly what they'll find when they start digging.

Adien used to rely on paper processes to share information between their office staff, on-site teams and clients. But when the pandemic hit, this became impossible. So, naturally, they turned to Nemark, their trusted IT partner of 20 years, to help solve this conundrum.

## The solution

Dropbox: a tool that makes file-sharing easy for even the most tech-phobic team members, whether they're on-site or working from home.

“We've been working with Nemark for 20 years and they have my implicit trust. So when they advised Dropbox in March 2020, we got started straight away.”

**Rick Parfitt**  
Operations Director, Adien



## **More than just a quick fix**

Nemark was involved in every stage of the transition to Dropbox. With employees from different generations, Adien's team have varying levels of tech literacy, so Nemark had a valuable role to play in helping everybody get up to speed with the solution.

With Dropbox set up, it was clear that Adien now had a resource that could keep them going throughout the pandemic. Not only that: Rick and his team quickly realised Dropbox gave them the opportunity to save money, time and effort in the long term.

## **Compliance made simple**

Dropbox makes it easy to adhere to the many compliance standards that Adien is governed by. With GDPR, for instance, they can easily set permissions on files and folders with sensitive information to manage access. This is much simpler than controlling access to the mess of servers, paper forms and filing cabinets Adien worked with before.

## **Goodbye to paper and disorder**

Before Dropbox, Adien was bogged down by an inconsistent mess of paper and server-based documents. They were wasting significant time, energy and paper due to laborious printing, shredding and filing processes. Thanks to Dropbox, they now have a single digital version of every document that everyone can access. No more printers, shredders and filing cabinets for Adien.

## **Connecting teams around the world**

Adien often sends its on-site teams to far flung locations to complete their surveys. Before Dropbox, staff needed to be armed with hard copies of all the necessary documents. This was inefficient and stopped them receiving updates or change requests while they were on site. Now, teams can access files through Dropbox, wherever they are, and view their most recent versions just seconds after they've been updated.



## A better deal for Adien

When Covid-19 restrictions were introduced in March 2020, Adien needed a way to continue what they did best despite the new circumstances. But Dropbox gave them something more: it helped them move on from their outdated, costly and laborious paper-based processes. Now, they can save money, accelerate processes and quickly get information out to their on-site teams long into the future. Thanks to the guidance and support of Nemark, Adien has a long-term file sharing solution they can rely on.

Dropbox has done more than simply help Adien react to the pandemic. It helped them save time, space and money. Moving on from binders and paper documents has transformed how Adien works:

“Before Dropbox, our staff had to visit work sites carrying paper copies of dozens of documents. Now, they can access these digitally from their mobile devices. It’s made things so much quicker, easier and more efficient.”

**Rick Parfitt**  
Operations Director, Adien