

## Xerox improves cross-functional collaboration at a major consulting & outsourcing company with a world-class document management solution.



### Background

- The client is a major North American consulting and outsourcing company, providing services for over 21,000 clients and 5 million plan participants.
- For over 50 years, the company has delivered human resources and workplace health and productivity solutions to its customers.

### The Challenge

- The client was consolidating their Vancouver offices and required a more cost-effective method of document management.
- Unnecessary costs were accumulating in client record management operations, since access to physical customer files located in various offices across Canada required lengthy time and resources to retrieve.
- Under the current document management system, access to critical hard-copy files such as customer benefit and compensation documents, could take upwards of one business week, resulting in delivery delays to customers.
- Multiple departments including Health & Benefits, Administrative Outsourcing, and Retirement & Pension each had custom document preparation requirements that needed to be met.

### The Solution

- Xerox utilized an experienced and skilled staff to deliver a best-in-class digitization solution that met the custom imaging requirements of the client.
- The Xerox Digital Hub was used to digitize all of the client's hard copy documents. Located in Toronto, Ontario, it is a world-class imaging and records management shared facility that provides enterprise data capture, records management, and transactions processing.
- The hard copy documents were transformed into intelligent documents, adding features such as security and automatic indexing which allowed improved accessibility for the company's employees.
- From source to shredding, Xerox handled the procurement of document boxes to The Xerox Digital Hub and provided logistical coordination across Canada.
- As each document was received by Xerox, the integrity of the file was inspected before being processed through standard document preparation techniques.
- Meeting the client's image quality requirements, each hard copy document was scanned and processed. As the documents were being processed, users were able to access the digitized information in real time to prevent information delays.

### The Result

- Over 500,000 images were processed, resulting in 70% document management cost savings.
- Document retrieval times were reduced by 80%, from up to five business days to instant access.
- Premium downtown office real estate floor space was freed up for more efficient uses.
- The potential for customer information loss was reduced due to the integrity and quality of the digital documents.
- Searches for legal documents and customer inquiry responses became instantaneous, eliminating potential legal ramifications due to retrieval delays.
- The client now has a consolidated view of each customer from anywhere, allowing the business to collaborate nationally and find further streamline opportunities.
- The client benefited from added security and control measures at the Xerox Digital Hub to preserve the integrity of documents for future use: ISO/IEC 27001:2013 (information security), and ISO 9001:2008 (information quality).