

# Xerox helps a healthcare trade union meet its company-wide digital strategy by reducing paper dependency.



## Background

- The client is a trade union that represents registered nurses and allied health professionals.
- The organization works in collaboration with other unions and maintains strong links with other healthcare unions.

## The Challenge

- The healthcare trade union initiated a digital roadmap strategy whereby the goal was to reduce the use of paper organization-wide.
- The organization needed an improved process to digitalize physical documents across all functional areas in order to expedite client servicing, and improve collective agreement and bargaining processes.
- Employees' access to physical documents was cumbersome, as they were stored in various storage locations onsite and offsite, amounting to over 1,500 boxes of paper.
- Recent floods created awareness around the critical need for disaster recovery and the protection of key historical documents, currently only stored on paper.
- The healthcare trade union and affiliate employee productivity was negatively impacted, since access to critical physical documents that were needed daily took up to 10 business days, where time and effort could be used more efficiently elsewhere.

## The Solution

- Working closely with the healthcare trade union, Xerox created a document digitalization solution that adhered to the organization's custom imaging requirements.
- The digitalization of the documents was performed at the Xerox Digital Hub, a world-class imaging and records management shared facility located in Toronto, Ontario that provides enterprise data capture, records management, and transactions processing.
- The Xerox record management team went onsite to the client's head office to assist their resources organization in categorizing and transporting the boxes to Xerox Digital Hub while maintaining chain of custody audit processes.
- The trade union project manager was provided the opportunity to come onsite at the Xerox Digital Hub to help train the Xerox team on the specific document decisions that were required.
- Hard copy documents were converted to intelligent documents, which added features including automatic indexing, security and accessibility, enabling easy access to the documents by the client's employees.



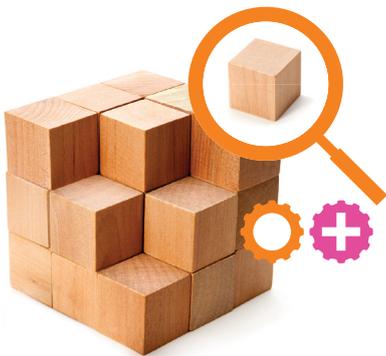


### The Solution (continued)

- Xerox document imaging consulting services and Lean Six Sigma resources were used to process the documents in a secure environment, and categorize them according to custom requirements set by the client.
- Quality and standardization inspections were performed on each document in order to ensure the high document preparation standards of Xerox Digital Hub.
- The intelligent documents were certified as true copies, and the original paper copies were destroyed in a secure manner.

### The Results

- Over 3 million images were processed, which allowed the healthcare trade union to save over 30% in records management operational costs.
- Xerox enabled the trade union to reduce paper dependency and meet their digital strategy Key Performance Indicators (KPIs), including a strict chain of custody.
- Digitization and effective electronic indexing of documents improved document retrieval time from up to 10 days down to seconds.
- Quick employee access to critical documentation has improved user satisfaction levels. Instead of searching for documents in different locations, employees can now find all documents in one place.
- The standardized digital format of the documents allows the client's staff to search more effectively for and within documents using their custom search engine tools.
- The healthcare trade union 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).



### Results At-A-Glance

- 3 million+ images processed.
- Over 30% records management costs savings.
- Document retrieval reduced from 10 days to seconds.
- Met the client's digital roadmap strategy goals.