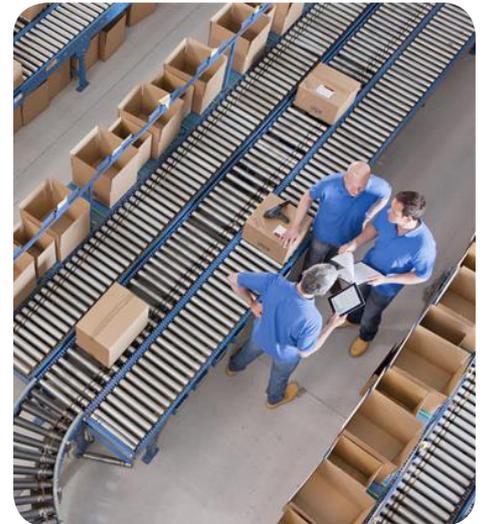


Xerox improves the document management system at a major human resources consulting company, leading to increased productivity and client satisfaction.



About The Client

- This major HR consulting company offers advisory, technology, and administration solutions to help their clients effectively manage their talent management programs while engaging employees in their health, wealth, and career.

The Challenge

- The company's clients were requesting copies of their employee files, which are required to be provided, however they cannot surrender the originals of the active files.
- Costs and labour required to meet these requests were a burden to the company's workforce and they needed a more cost-effective method to deal with these types of requests.
- The major HR consulting company needed a digital storage and retrieval system to enable them to provide digital copies of client files as required, while maintaining the integrity and efficiency of their core business.

The Solution

- Xerox implemented an individualized, best-in-class digitization strategy for the relevant files, using a proven approach and skilled staff to efficiently convert documents into searchable, organized electronic information.
- Transformed hard copy paper into digital documents with added functionality, known as "intelligent documents", with features such as automatic indexing, security, and accessibility.
- The digitization 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.
- Documents were indexed according to the client's custom requirements for categorization and were named according to a taxonomy that was developed in partnership with the Xerox Digital Hub.
- Each document received was inspected and was processed through standard document preparation.

The Result

- All requested client files were processed at the Xerox Digital Hub in a secure, quality-controlled environment.
- Enabled the HR consulting firm to provide its clients' requested files in a cost effective manner.
- Improved customer satisfaction as the company is now able to provide employee files to its clients faster, including documents that in the past were not able to be surrendered.
- Reduced the labour-intensive process of accessing physical files by enabling efficient electronic archival, storage, and retrieval.
- Security and control measures added from the Xerox Digital Hub allowed the company to preserve the integrity of documents for future use: ISO/IEC 27001:2013 (information security), and ISO 9001:2008 (information quality).