

Xerox helps a leading consulting firm meet its paperless office strategy while reducing document management costs.



Background

- This world-wide consulting firm operates in Canada, the United States, and over 20 other countries to provide valuation expertise to their clients, encompassing all classifications of tangible and intangible assets.
- The firm's wide range of expertise includes advisory, financial reporting, insurance valuation, and tax valuation services.

The Challenge

- The consulting firm was in the process of moving their Canadian head office to a new, more space-efficient location with less storage space for physical documents.
- The client initiated a "Go Digital" paperless strategy, whereby the goal was to allow its employees instant access to documents while complying with Canada Revenue Agency guidelines.
- The client needed to convert critical business documents into a digital format that could be stored and conveniently accessed at any time.
- Access to physical client files could take up to five business days, hindered by lengthy document retrieval and shipping processes, which negatively impacted customer satisfaction, and added unnecessary document management operational costs.

The Solution

- To meet the custom imaging needs of the client, Xerox utilized an experienced and skilled staff who delivered a best-in-class digitization solution.
- The Xerox Digital Hub located in Toronto, Ontario was used for the digitization of the client's hard copy documents. This records management shared facility provides best-in-class enterprise data capture, records management, and transactions processing.
- The hard copy documents were converted into intelligent documents, which add enhanced features such as automatic indexing and security features.
- Xerox inspected the integrity of each document in the intake stage before scanning and processing them to meet the specific quality requirements of the large consulting company.
- Once the hard copy documents had been digitized they were destroyed in a secure manner and the digital documents became "certified true copies".
- Future document processing will be provided by Xerox as an ongoing process that can scale to meet the changing imaging demands of the client.

The Result

- Over 75,000 hard copy documents were processed at the Xerox Digital Hub, which were a mixture of office documents and large format drawings.
- This leading consulting firm realized 40% cost savings in document management operations due to labour efficiencies and reduction in on-site storage costs.
- Document retrieval times were reduced by 80%, from up to five business days to instant access.
- Met the goals for the client's "Go Digital" initiative, by transforming 100% of the client's engagement files into intelligent documents.
- The client benefited from using a transactional imaging model with the Xerox Digital Hub, in which cost is applied on a volume basis, allowing for flexibility in their document management operations in the future.
- Security and control measures added from the Xerox Digital Hub allowed the client to preserve the integrity of documents for future use: ISO/IEC 27001:2013 (information security), and ISO 9001:2008 (information quality).