

## Xerox Human Resources department improves productivity and reduces costs in document management operations.



### The Challenge

- The Xerox Canada Human Resources department was utilizing very high-value, premium downtown Toronto office space to store employee records with a high cost per square foot.
- Documents were stored in various boxes and storage rooms and locating business critical files could take upwards of 2 business days.
- The department was consolidating their storage rooms and needed an effective solution to accommodate for the loss of physical storage space.
- Onsite storage space and lengthy retrieval times created unnecessary costs in client record management operations.
- The department did not have a disaster recovery plan for the documents in case of fire, flood, or other unexpected events.
- Employee productivity was negatively impacted as access to business critical documents had been difficult and cumbersome.

### The Solution

- Human Resources and the Xerox Digital Hub worked together to determine a process to convert their employee records to a digital format that could be stored and conveniently accessed.
- The Xerox Digital Hub adhered to a strict timeline in order to remove the files for processing prior to the planned renovation of the client's file rooms.
- 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 custom requirements of the Xerox Human Resources department 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

- Over 350,000 images were processed at the Xerox Digital Hub.
- All employee records were imaged and indexed to enable the Human Resources department to easily upload to their content management system.
- Reduced the labour-intensive process of accessing physical files from up to 2 business days to virtually instantly by enabling efficient electronic archival, storage, and retrieval.
- Document management cost savings were realized due to more efficient use of storage space in the premium real estate downtown office.
- Employee productivity was increased in the Xerox Human Resources department since access to intelligent digital documents is now much more efficient.
- The Human Resources department benefited from added security and control measures at the Xerox Digital Hub to preserve the integrity of employee records for future use: ISO/IEC 27001:2013 (information security), and ISO 9001:2008 (information quality).

