

How an HR department in a large international company created a digital document workflow using Xerox® DocuMate® scanners.



Using dedicated scanners rather than MFPs improved input quality, the MFPs were freed up for other work and the scanners could link directly into document management software.

Background

A large, global shipping company with an office in Africa has over 300 staff with an additional 2,000 contractors who work at the harbour loading and offloading the cargo ships.

Not only do they have to deal with a vast amount of shipping paperwork at the harbour, as each shipment needed to have 6 copies, the company was also responsible for paperwork for a large workforce that suffered from high turnover. From CVs to contracts to general employment paperwork, there was a massive amount of information that HR departments and hiring managers were responsible for completing, managing and processing.

The list of problems with the current processes included:

- No data confidentiality
- Documents constantly getting lost
- No record of how many applications were received for each position
- Interview notes were not being passed back to HR department
- Quality of information was poor
- Unmanaged processes that did not provide visibility into the current status
- No data back-up

Case Study | HR department

In order to improve efficiencies in the workplace, the European headquarters looked at their processes and told the African office that the inefficiencies needed to be resolved, so they invited in a Visioneer technical consultant to analyse the process and figure out what could be done to help them create a workflow to streamline the process and minimise the current issues.

The Problem

Harbour jobs were mostly filled by casual staff and contractors, resulting in a very high volume of job applications and offers passing through the business at all times. Many of the applications were received via post and email and one of the biggest problems was that far too many CV's were getting lost and not making it through to the hiring manager responsible for filling the position.

The application process required a lot of manual, time consuming, and error prone processes. Applications were to be sorted, copied, filed and passed along to the hiring manager or department for review. From the current process, applications were either getting lost, weren't being filed correctly and copied, or they were passed along incorrectly to the department hiring for the position, resulting in the document being lost.

CVs received in the post were scanned on the multifunction printer (MFP) but often the quality of the image was not very good or blurred, so vital information was difficult to read, making it challenging for the managers to get in touch with the applicants that they wanted to interview.

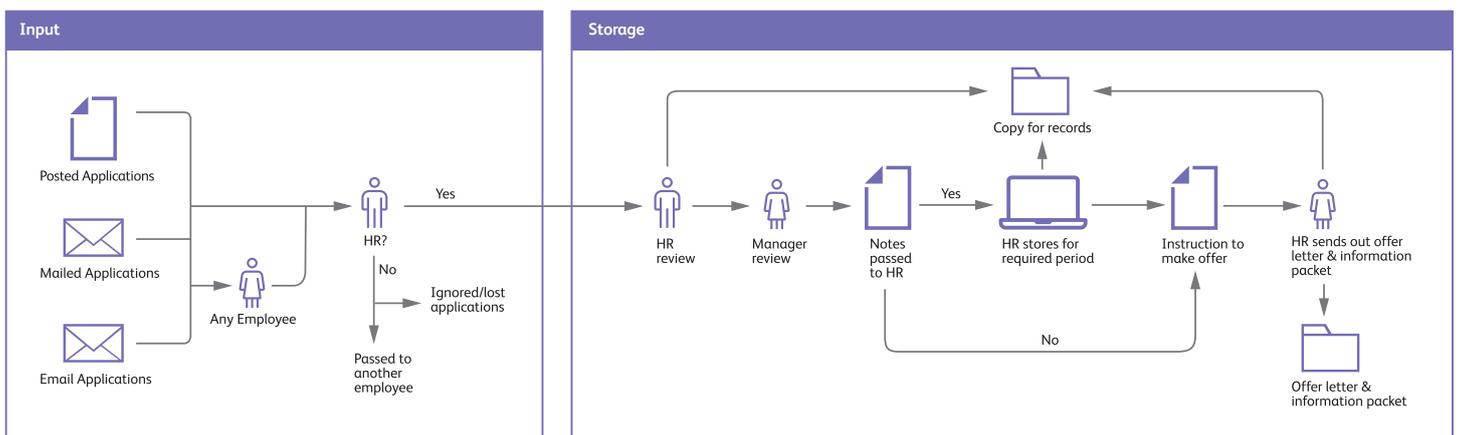
The Solution

In order to analyse the workflow, a Visioneer technical consultant went to Africa to work with them to develop a custom solution to speed up and error-proof processes within the organisation. To begin the process, they created a visual of the document workflow so that problem areas could be highlighted and addressed.

After reviewing the process, the Visioneer technician uncovered the problems and concluded that it would be better for incoming documentation to be scanned on dedicated scanners rather than an MFP because then the input quality could be improved, the MFPs could be freed up for other work and the scanners could link directly into document management software. The Xerox® DocuMate® 5460 scanners were selected due to the fact that the device was not only fast and robust, but could handle scanning plastic ID cards.

Once the device was identified, attention was turned to the document workflow which resulted in a solution where all incoming documents were received by one central department where they were scanned on the DocuMate 5460 and then

put into network directories. Alerts were then passed on to the relevant manager to inform them that they needed to review the document. If they wanted to interview the candidate all they need to do was to click on a button and HR would be alerted to arrange the interview.



Additional benefits include:

- Saved time and money
- The review and interview process time decreased from four weeks to two days
- When selected, the applicant is offered a contract immediately after the review and interview process
- No duplication of documents
- No extra storage needed or wasted, resulting in IT savings
- Documents get electronically stored from the moment they are received so they don't get lost
- 15 percent less paper printed and consumed
- Reduction in time spent dealing with recruitment issues was cut by 30 percent
- Ability to fill positions faster and more efficient administration
- Red flag is raised when a position has not been filled in a timely manner
- Green flag is raised when a position had been filled quickly
- Yellow flag is raised when a person can fill more than 1 position, several managers can then interview the applicant and offer a position
- One single, centralized monitoring process instead of decentralized processes
- If any administrative staff are out of the office, the system automatically escalates this to a relevant action can be taken to ensure deadlines are not missed



The Results

After deploying the Xerox DocuMate 5460s, the company saw an immediate improvement. Applications were processed faster and more efficiently, and they were able to fill open positions more quickly, ultimately helping the company secure the right amount of labour at the harbour to be profitable and economical.

In addition, they also cut costs because the efficient electronic process allowed them to cut down on printing and realise significant cost savings of \$30K per year on annual document management and a return on investment (ROI) within 1 month after the solution was implemented.

One of the biggest benefits of the new system was storage since all documents were archived in the correct location and employees were able to access documents quickly, easily and take

action when needed. Additionally, all documents and applications were accounted for and in the correct hands.

Conclusion

The HR department was the pioneer of the document management solution, but now other departments have also embraced the technology. For example, on the harbour they are now using iPads to immediately scan shipping documents so that it's simultaneously available on the iPad, resulting in a more productive, modern shipping administration.

Previously the African office did not have a good reputation for its administration processes, but now it is one of the best and the European headquarters is looking to implement its practices across the whole company.