

human resources

CHALLENGE

- Inefficient, labor-intensive document fulfillment system
- Manual processes delayed turnaround times to two full days

SOLUTION

- Document Lifecycle Strategy Assessment to redesign key process flows
- Best-in-class hardware and software coupled with IKON professional services
- A fully automated print-on-demand solution

RESULTS

- Production costs reduced by 80 percent
- Turnaround time reduced to six minutes
- Realized hard dollar savings

Ceridian Human Resource Solutions

Print-on-Demand Solution Provides a Strong Competitive Advantage

ABOUT THE CUSTOMER

Ceridian is a leader in managed human resource solutions that maximize the value of people, serving over 116,000 clients and their 25 million employees. Its clients range from small businesses to Fortune 500 firms. Ceridian offers innovative business solutions that include payroll and compensation, staffing, compliance, human resources administration and employee effectiveness.

CHALLENGE

In seeking greater operational efficiency, Ceridian knew that it needed to focus on inefficiencies within its document fulfillment system. Ceridian's LifeWorks consultants are available 24/7 to answer questions and advise their clients' employees on a variety of health and social service concerns. As a follow-up to each call, advisors would send a letter and reference materials, such as current articles, providing more information on the topics concerning the employee. Coordinating this effort required a labor-intensive process. Previously, 21 people were tasked with manually picking pre-printed documents, called Tip Sheets, based upon code numbers printed on a pick list advisors used. Once found, the Tip Sheets were then manually merged with the advisor's follow-up letter and mailed to the employee. Daily volume was 1,000 fulfillment orders, with a turnaround time of two days.

In order to create a more efficient system and to heighten customer service, Ceridian decided to automate the document fulfillment system and migrate the pre-printed document library to a more flexible and manageable online repository. In addition, Ceridian saw the opportunity to improve the print quality of the follow-up letter and Tip Sheets, and sought improved document finishing capabilities.

"The IKON print-on-demand solution has made a dramatic impact on our business. We've reduced process cycle times, cut document waste, and saved money in the first year alone."

Jim Kyanka, Director of Warehousing and Fulfillment

Ceridian Human Resource Solutions

SOLUTION

Jim Kyanka, Ceridian's Director of Warehousing and Fulfillment, met with his local IKON team and discussed their requirements. IKON then conducted a Document Lifecycle Strategy Assessment to understand the Fulfillment Services' entire document workflow. After taking time to understand all operational requirements and Ceridian's business objectives of reducing obsolescence and related costs, improving customer satisfaction by reducing turnaround time and eliminating back-orders. IKON developed a solution to meet all of Ceridian's needs through a combination of best-in-class hardware and software and IKON professional services.

"We recognized that the system needed updating, but were challenged with improving our document fulfillment without weakening a process we knew worked. IKON's consultative approach and quality solutions gave us confidence this could be done, and done right," explained Kyanka.

Based on a thorough assessment, Ceridian selected IKON to redesign its document fulfillment system. IKON implemented a fully automated print-on-demand system. The new system preserves Ceridian's document creation process as to not interrupt how advisors work and respond to inquiries. The automated system allows each Ceridian consultant to build the client package right from his or her workstation. The consultant constructs a cover letter, pick list, initiates research (if applicable) and selects Tip Sheets. The documents are printed and sub-stapled and inserted into a window envelope for mailing. Manual intervention is now only needed when CDs or other non-print-on-demand items are to be included for the client.

RESULTS

With only three people needed to run the new system, down from 21, and other advantages of an automated print-on-demand, system overall production costs were reduced by 80 percent. At the same time, the turnaround time for a single fulfillment order was significantly faster.

"The IKON team truly understands our business and what we need. The IKON print-on-demand solution, which we call our Document Fulfillment System, has made a dramatic impact on our business. We've reduced process cycle times, cut document waste, and saved money in the first year alone.

The IKON solution is a strong competitive advantage. Our customers are extremely impressed when we showed them the world class operations we've put in place to serve them better. That's a real advantage for Ceridian," added Kyanka.

Following the success of the LifeWorks' project, Ceridian asked IKON to review the document lifecycle of its Kids in the Workplace group. Kids in the Workplace is a holiday and vacation program providing on-site care at the workplace for school-age children when schools are closed but businesses are open. The program is customized for each work site and is based on work, vacation and holiday schedules. Once again, IKON consultants reviewed the document lifecycle for the group and came up with a solution that met business requirements, reduced costs and lowered turnaround time by allowing daycare registration forms and regulatory information packets to be sent to employees based upon the requirements of their locality. The packets can be printed and mailed, e-mailed or faxed specified by the client.