



IKON Case Study

IKON Office Solutions, Inc.

Human Resources Goes Paperless

CHALLENGE

- Employee information split between Oracle and hard copy files
- Manual document processes expensive and time consuming
- HR services being centralized
- Document management had to comply with government regulations

SOLUTION

- IKON backfile conversion services using IKON PremiumScan PLUSSM
- Objectif Lune Planet Press
- IKON DocSend[®]
- Kofax Ascent Capture
- EMC Documentum AX5
- IKON Professional Services

RESULTS

- Faster access to documents and files
- Increased security and compliance
- Potential savings of \$1.2 million over five years

IKON Office Solutions, a Ricoh company, is a leading provider of innovative document management systems and services. While IKON usually helps other companies improve document workflow and increase efficiency, its Professional Services team recently installed a paperless Efficiency Solution for Human Resources in IKON's own HR department.

CHALLENGE

While IKON was using a state-of-the-art Oracle Human Resources Management System (HRMS) to manage recruiting, training, performance, and compensation activities, other employee information including letters and performance appraisals were kept in file cabinets at more than 400 locations worldwide, and with an average of 100 pages of human resources information for every employee, file storage in some locations was almost at capacity. All of these paper documents also needed to be stored and managed according to state and federal regulations, including Sarbanes-Oxley.

Managing this information was often inconvenient and time-consuming, as HR employees had to access both electronic and paper files. Certain data needed to be keyed into the HRMS from a central office, and because HR offices were located throughout North America, information had to be faxed, scanned or shipped from one location to another, taking even more time and resources and potentially duplicating records.

An additional challenge arose when IKON's HR Support Services function was centralized in a Shared Services Center. IKON knew that shipping HR documents from multiple locations, buying new filing cabinets and hiring and training more staff wasn't the answer. IKON's HR department needed a solution that would bridge the HRMS and paper files, increase security, save space, and reduce costs, while keeping compliance with state and federal regulations.

SOLUTION

IKON's Professional Services team was called in to help. After a thorough study of the HR functions and workflows, they recommended and implemented an integrated Efficiency Solution, using IKON and IKON Premier Partner products and services. The solution had two key components:

- Backfile services to convert defined documents into digital images
- A day-forward imaging, content management and workflow solution

The backfile solution utilized the high-volume scanning capability of IKON's document production centers and IKON PremiumScan PLUSSM, an imaging methodology designed for accuracy, image quality and production efficiency.



Document Efficiency
At Work.[®]

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“We now have quick and easy access to documents without security compromises.”



In addition, Objectif Lune PlanetPress was used to streamline the batch capture process. Scanned images and metadata files were sent to an FTP site monitored by PlanetPress Watch, which matched the images with the metadata before releasing them to the content management system. IKON's production centers converted approximately 2.3 million paper documents into an electronic format from its production sites, so documents were scanned locally and stored in the electronic content management system.

The day-forward imaging and workflow solution comprises IKON DocSend®, Kofax Ascent Capture and EMC Documentum ApplicationXtender 5 (AX5) software. It also leverages IKON's existing fleet of MFPs and scanners, which now serve as the “on-ramps” into the system for new HR forms. When documents are received at any HR office, they are scanned on an MFP equipped with IKON DocSend®. At the touch of a button, the scanned image is directed to the Kofax Ascent Capture Server, which recognizes the type of form it has received by reading its barcode, then automatically indexes and releases the image to the EMC Documentum AX5 electronic content repository where it is stored.

The Professional Services team integrated the AX5 server and the Oracle HRMS so users can access documents from their HRMS session without having to open, close or search within AX5. A web services interface makes any AX5 document retrievable from any HRMS terminal, including web-connected Self-Service workstations. The HRMS security layer restricts access to information according to customizable business rules, so only authorized users can see any given file. The AX5 and HRMS integration also makes HR reports available for audit purposes via the Oracle Discoverer tool.

RESULTS

The new system immediately reduced paperwork and eliminated manual filing, retrieval and re-filing. “Needed information is now available for HR staff at their fingertips,” said Donna Venable, Senior Vice President, IKON Human Resources. “We now have quick and easy document access without security compromises. In addition, we have forecast that this new system will save \$1.2 million over the next five years, truly making it a win for Human Resources and IKON.”

The robust Efficiency Solution leverages IKON's existing IT investments and enhances the Oracle HRMS by integrating it with the imaging system. The project has also created a platform for IKON to offer similar solutions for other business areas.

“We are excited to be able to offer this paperless IKON Efficiency Solution to help streamline HR functions to other companies,” says Dan Nero, Vice President, Professional Services, IKON Office Solutions. “This solution brings a new level of efficiency, enabling quick and easy access to documents, while helping to reduce administrative costs.”

For more information on how IKON's Human Resources Efficiency Solution can help your business streamline HR processes while allowing convenient, secure access to documents, please visit www.ikon.com or call 1-888-ASK IKON.

