

## **Case Study – Retail**

### ***Human Resources Document Management***

#### **Business Situation**

A nationally recognized retail organization, which consists of some 2,410 stores and related Web sites in 48 states at three apparel chains that cater to women, was in need of a Human Resources imaging and workflow solution that would consolidate paper documents. Previous to Data Dimensions' solution, their documents were located throughout the country in branches, corporate offices, and other untraceable areas.

#### **Data Dimensions' Solution**

The H.R. documents were sent from approximately 2,500 retail and corporate offices to one centralized P.O. Box to be scanned, imaged, and indexed. The documents were loaded onto Data Dimensions' web-based, hosted image repository, Collybus, for easy retrieval by the client. Working together with the client through the implementation process, the successful project plan was completed within six months. First, Data Dimensions scanned back file documents that represented all active employees and employees that terminated within the past year. Currently, we are scanning and indexing all the documents for new hires and terminations on an ongoing basis. These files are indexed by information specific to the employee and by document type, which allows for quick searches and retrieval by multiple fields. By indexing the document type, Data Dimensions ensures the employee file is complete including the employment application, W-2 form, and I-9 form, at minimum. If these required documents are not included in the file, Data Dimensions creates an exception report and forwards the report to the client's H.R. management for follow up and resolution for compliance of each personnel file.

#### **Value Driven Results**

With Data Dimensions' quick ramp-up, the workflow and utilization of the Collybus system allowed the client organization to drastically reduce the amount of hardcopy paper, freeing up space with no more lost employee files. In addition:

- **Reduced storage costs:** The client has reduced their storage costs by 15%.
- **Efficiency:** The H.R. department has been able to reallocate two FTE's because Data Dimensions' solution has enabled them to quickly retrieve personnel files.
- **Compliance:** Data Dimensions ensures each personnel file is in compliance, determined by the client. Today, the client is confident of their regulatory compliance. In addition, there are no more lost personnel files.
- **IT Resources:** Due to scarce internal IT resources, the client was extremely satisfied that they were able to implement Collybus with little IT resource involvement.

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