WRITER INFORMATION

Domain expertise with innovative processes leading to digitisation of employee files.

The Client

Global leader in business and technology services. One of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era.

Company needs

Digital form of HR Records for easy access ensuring security of records and maintaining confidentiality of its contents.

Our Solution

We categorised the HR records and segregated them as per the employee codes. Created proper folder structure to identify subcategories of each employee file.

Benefits Delivered

Our processes helped to add on to the benefits of the client:

- Easy tracking and retrieval of records.
- Convenience of access and analysis.
- Reduced handing of physical records.

Our client is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Their unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Their associates — connected by their global delivery network — are committed to using their strategic insight, technology expertise and deep industry and business process experience to help clients harness the forces shaping the future of work.

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CHALLENGES

Employee records were stored inhouse and posed a risk data getting leaked or being manipulated.

- Storage of physical employee files in office premises without any systematic retrieval system

- Accessing physical files posed risk of damages/misplacement of files

- Insertion of appraisal letters, merits, additional qualification documents/certifications etc was a challenge.

Client **Expectations**

The client had certain expectations, when they outsourced us. They wanted:

- Digital form of employee files
- Each file to be categorized by document type within the file
- Digital format to be text readable form so enable them to search content.

Process and **Planning**

Writer Information with its ability to ensure the quality of scanning by an effective digitisation process, took the challenge and came up with a systematized solution which included:

- Setting up of scanning center at the client's premises.
- Ensuring adequate security of the scanning center to maintain confidentiality
- Deploying best scanners and experience manpower to carry out the project.
- Movement of files from storage to scanning centers with client assistance.
- Publishing daily MIS and monitoring the productivity

SOLUTION

We at Writer Information look for opportunities to reimagine how the age-old processes that have been managed for long, can be revamped to lead to greater operational efficiency for a more efficient outcome

How we changed the scenario at a glance:

Sorting segregation of employee files

Categorising the records as per the document type, for example, pre-joining papers, application forms, qualification documents, etc.

Scanning the records and cropping of photograph

Tagging of documents as per the specific categories

Quality check of scanned images

IMPACT

Our well-thought out roadmap along with well-executed design thinking processes and innovative solutions helped the client digitise the records right, so as to have a significant impact on the business. This helped the client to:

Reduce search & retrieval costs and time, adjudication errors

Improve employee experience

Reduce the risk of manually handing the physical file