



# Case study: Global electronics giant

Digitising HR records archive enables standardised sharing and retrieval of information.

- Standardised records management across 27 countries
- Effortless sharing of information throughout the business
- Secure digital storage and robust records management compliance
- Saving our client €0.5 million

## Objectives

Our client is a global leader across its healthcare, lighting and lifestyle portfolio, employing approximately 116,000 employees in more than 60 countries worldwide.

They have historically used paper-based employee personnel files. The company recognised that by digitising its paper HR records archive it could standardise records management throughout its global offices, enabling employee information to be more efficiently retrieved and shared. The company wanted a solution to convert this paper archive into a standardised e-filing solution across sites in 27 countries.

The company sought a supplier that could work to the strictest data security and compliance regulations, and that had the capacity to handle high-volume scanning across five continents.

## The Pitney Bowes solution

- On-site or off-site intelligent scanning (depending on volumes in each location)
- Unique barcode identifier attributed to each employee file
- Each scanned document checked by trained personnel for image quality and data accuracy

The Pitney Bowes team proposed an intelligent scanning solution – conducting cleansing, preparation, scanning and output creation services either on-site, or at our purpose built Document Solution Centres (DSCs). In Germany, for example, one such DSC is handling the scanning for eight client sites across the country. Alternatively, in Australia, our experts have trained the client's own staff to conduct the scanning work themselves – a cost-effective solution for one of the smaller sites.

*“One such DSC is handling the scanning for eight client sites across the country”*

We are adding intelligence to the scanning process, giving each file a unique barcode identifier. An employee's entire personnel record is scanned behind this barcode, ensuring all relevant information is securely stored in one place. We will digitise 81,000 records over the course of the two year deal.



## Pitney Bowes Management Services in Europe:

### Benelux

T: +32 (0)15-294605  
[www.pbms.be](http://www.pbms.be)

### Central Europe

T: +49 (0)6204-9686-0  
[www.pbms.de](http://www.pbms.de)

### France

T: +33 (0)1 55 84 40 40  
[www.pbms.fr](http://www.pbms.fr)

### UK and ROI

T: +44 (0)8444 992 728  
[www.pbms.co.uk](http://www.pbms.co.uk)

### Italy

T: +39 02 95009.208  
[www.pbms.it](http://www.pbms.it)

### Scandinavia

T: +46 (0)8 555 993 90  
[www.pbms.se](http://www.pbms.se)

All scanned documents are individually checked on a monitor for image quality and accuracy. Our software is able to automatically flag-up the exact type of data required against each scanned document, alerting operators if information is missing.

We were able to reference customer sites where we already provide intelligent scanning of HR records on a global scale. Also, we can point to accreditation around quality, security and compliance – for example ISO 27001 and ISO 14001

## Results

Our client is working towards standardising all of its HR records, developing an e-filing system that delivers numerous benefits. “Standardised, digital files eliminate the frustrations and potential errors caused by different record types in different locations.”

Standardised, digital files eliminate the frustrations and potential errors caused by different record types in different locations. Information is now more easily shared amongst authorised executives – essential for a global company that has personnel regularly transferring across its global sites. Essential facts can be accessed even more quickly by HR staff, freeing them to focus more time on core tasks.

Digitisation also means that our client can work efficiently with Shared Service Centres within the business, improving the flow of information and speeding decision making.

The scanning service – conducted at the PBMS DSC and on-Site at client locations – offers a secure solution compliant with data security regulations relevant for each country.

The on-site / off-site solution will save our client in the region of €0.5 million over two years compared to handling all scanning on-site.

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## Benefits of outsourced HR records scanning

- Strict data security and compliance controls
- Standardised solution, implemented globally across five continents
- Simplified project management – one point of contact