

## Case study

### Document management

#### a. Background and objectives

Our client, a blue-chip retailer, had employees at over a hundred locations, in the UK and abroad. Its HR records were largely paper-based but the volume was becoming so large that searching and retrieving specific documents was becoming too time-consuming and too costly.

The client wanted to be able to search for an employee's HR-related documents, as well as search for paperwork using other criteria, such as all documents relating to a specific store from one specified date.

MCL recommended a pilot project to prove the technical solution and develop methods of working to roll out to the rest of the business. This pilot involved digitizing and managing 25,000 typed or handwritten documents.

#### b. What we delivered

MCL's team helped the client to define its business objectives and the scope of the entire project to start with, which it then used to plan and implement the pilot. Security issues were addressed in detail, in view of the sensitive nature of the documents.

From a possible four solutions short-listed, MCL helped the client select the system and it then suggested, discussed and refined the method of working. This was tested during the pilot. Following its successful completion, MCL managed the process for the supplier to collect the document backlog from their one hundred stores, digitize them and store them.

As with other projects, MCL acted as the interface between its own client and the hardware and software supplier. It also ensured that all of the candidate solutions would work within the client's standard IT environment.

continued...

**c. Results**

MCL ensured that the project was delivered within scope, on budget and on time. The training programme and method of working were documented and users trained, following delivery and commissioning of the hardware and software.

MCL then handed the project control back to the client. The 25,000 documents were scanned over a period of time and methods of working refined by the client.

**1A The Old Stables  
More House Farm  
Ditchling Road  
Wivelsfield  
Haywards Heath  
East Sussex RH17 7RE  
United Kingdom  
0044 (0)1444 471039**