



## GRM enhances a National Cable Providers Information Management Strategy

### The Challenge

Trying to improve upon existing practices of sending documentation from individual field offices to a central location, a Los Angeles-based cable provider was attempting to improve their business processes while simultaneously reducing costs. Separating employee documents into General and Confidential file folders is common practice in HR departments, but it adds to the cost and complexity of managing the overall system – the Cable Provider was attempting to re-write this process.

GRM demonstrated the multi-platform capabilities of its Online Record Center. The simplicity of the ORC combined with the outsourced hosting model and its ability to facilitate business processes quickly impressed the management team of the Cable Provider.

GRM began to lay the groundwork for a paperless solution; however a National Cable Company acquired the Los Angeles operations of the Cable Provider. Within a week the new executives requested a change in the program. National Cable had no interest in going paperless, so rather than utilizing an imaging based solution, the new management preferred copying HR documents for each employee affected by the acquisition. National Cable requested that GRM duplicate all existing HR file folders for their records, but the GRM specialists recognized how expensive this would be.

GRM presented National Cable with a more expeditious and cost effective alternative.

### The Solution

Rather than approaching the project as a copying job, GRM chose to shift the focus to a records management and business process solution – requiring scanning, printing and document reconstruction. The goal of this approach was to aide in creating an accurate and efficient method for conversion of these HR files, in both a timely and cost-effective manner. Using a high capacity scanner, GRM designed workflow procedures that would provide the conversion services required and track the entire scanning process. National Cable accepted this approach.

Over the next few weeks GRM pumped all of the LA based Cable Company's HR files through its pipeline to the Online Record Center, as well as having outputted all scanned images to paper. GRM offered a 90 day trial of its Online Record Center to enable National Cable to test both the viability of such a service as well as track its usage. Upon each file's completion, the new paper copies were stapled and inserted into duplicate tabbed file folders. The conversion and reconstruction of the paper files continued until all of the documents were both scanned and



indexed online and output to paper file folders. True to their word, GRM provided access to all HR documents via the web in GRM's Online Record Center for a 90 day trial at the conclusion of the project.

## The Results

When the 90 day trial ended, National Cable had accessed the system more than 2,000 times. National Cable quickly realized the time-saving benefits this high activity level offered, as well as the significant decrease in time spent on training and support.

After the trial, National Cable opted to keep their HR files in GRM's Secure Online Record Center and continues to use the system today. National Cable now scans their HR files at one of their seven locations. The system has continuously performed at the 99.9% service level GRM guarantees, and has required no technical support outside of installing a scanner at a new location. National Cable now knows the system so well that they handle their own training of new users. The GRM Digital solution proved to be cost effective to meet the needs of National Cable with the addition of the ease of use promised by GRM.