



CASE STUDY

HOW THEREFORE™ BOOSTS THE EFFICIENCY OF CANON SOLUTIONS AMERICA'S HUMAN RESOURCES DEPARTMENT

THE COMPANY

A wholly-owned subsidiary of Canon U.S.A., Inc., Canon Solutions America provides industry-leading enterprise, production, and large format printing solutions. The company uses the technology offerings of the Canon and Océ brands to help improve sustainability, increase efficiency, and control the costs of enterprises of all sizes across the United States.

THE CHALLENGES

As a national company with hundreds of locations across the country, Canon Solutions America has nearly 6,000 employees, each having his or her own set of files and records for the Human Resources department to manage. The Melville, NY headquarters had dedicated areas for all the paper files that needed to be stored. As such, finding a specific document could be very time consuming.

Human Resources associates would typically search through several filing cabinets for multiple files after receiving requests for documents. These files had to be scanned one by one, creating several PDF documents in the process. In addition to simple file maintenance, an ongoing need to identify files that could be sent to storage and those that needed to be extracted from storage would add significant time to the associates' workload due to the manual process, as well as incurring significant costs to the company.

All in all, the whole file maintenance process could take a lot of time, and hiring a new employee for that purpose alone would have been a misdirection of resources and would not have solved all of the issues.

Another process that took a significant amount of time to accomplish was on-boarding, which includes all of the tasks required when a new employee joins the organization. Employee personnel files had to be opened, filled in, and then dealt with manually before they could be sent to the payroll department to complete the on-boarding process.

The entire process was manual. Employee payroll files had to either be scanned or faxed, an email for each individual person needed to be composed, and then all the files had to be sent over to payroll. Then there was a significant wait time to get the original documents back, which then needed to be re-filed. These files were mandatory components of each employee file and contained sensitive employee information, for example: Social Security Numbers, addresses, and wage information. Significant time and energy was spent on ensuring that this information was secured and that documents and files were manually tracked and not misplaced during this process.

“Previously when you got a request to access a file, you would have to physically go to the file cabinets to find the appropriate file.

“You’d have to separate all the documents and then take the paper clips and staples out. Some papers are double-sided while others are single-sided, so you’d have to scan them separately. With our network, which is able to handle only a limited file size, we’d end up with six different PDFs for each file that had to get emailed wherever it needed to go. That could take all day.”

**- Talent Acquisition Specialist,
Human Resources**



THE SOLUTION

“We had three project managers for Therefore. We let them know what our process was and how everything needed to be done.

“From there, they tailored what we needed in the system. It included extensive coverage of our applications, our candidate workflow, what we would like to store, what things we wanted automated. They took all of that into account when they programmed our version of the software.”

**- Senior Talent Acquisition Specialist,
Human Resources**

The Director of Compensation for Canon Solutions America proposed using Therefore. The information management software automates the input of documents into a central cloud repository, and so would help offload some of the Human Resources administrative tasks.

Therefore's project managers worked hand-in-hand with the company's implementation team to build workflows tailored to Canon's specifications. The first step was discovery, wherein Canon Solutions America's project managers observed the end users' overall business process, from the types of documents they were using to where data was stored in the computer.

After analyzing the workflows and business processes, the project managers went to the lab to build out a solution customized especially for the users' needs. Once the solution perfectly matched the needs of the Human Resources department, Therefore was installed into the system. The end users, administrators, and support staff were then trained to use the software. Any necessary tweaks to the workflow were sent to the project managers to further improve the solution.

The workflows were further adjusted to suit the new working environment. An example of this was the handling of cover sheets; after finding out that the barcode on each sheet was not adequately reproduced by a fax, Therefore's deployment team decided to simply include a cover sheet as part of the document file, successfully integrating that part of the process into the application workflow.

Therefore was successfully integrated into Canon Solutions America's locations nationwide by training two people from each region. At the end of the deployment process, only 12 people were needed to handle the paperwork for thousands of employees, providing an efficient multi-point system for a company that has multiple locations across the country.

With the new system in place, searching for employee files no longer involved manually combing through hundreds of papers in the filing cabinet. Forms became fully search-able by several fields: last name, employee ID number, and office location. In addition, security was enhanced as users could now track who uploaded each file and date stamp each request. Sensitive information was kept secure in the cloud through firewall settings.





THE RESULTS

- **Increased efficiency.** After the full implementation of Therefore, administrative tasks took a fraction of the time to accomplish, saving each recruiter 80% of the time that had been spent previously. Looking at feedback from internal managers, a single Human Resources employee could save as much as four hours per week by the elimination of the process of manually retrieving files, thus improving efficiency and dispensing with the need to add more staff as other parts of the organization grow and expand. Therefore's tracking feature also allows users to see who uploaded, edited, and updated the documents. These tasks are now automated and the time saved is invaluable.

"Recruiters now have more time to do what they were hired to do, instead of busying themselves with mundane and repetitive administrative work," commented a senior director in Human Resources.

- **Cost savings.** Therefore has decreased the overall costs of on-boarding, as the need to ship paper from one location to another has been eliminated. In turn, it has also helped Canon Solutions America cut down on physical storage costs.

"We're not sending paper back and forth, we're not using delivery services, we're not taking up cabinet space in the building, we're not paying costs for outside vendors to destroy our paper, and we're not worried that the storage unit's going to burn down," commented a senior director.

- **Security strengthened.** Therefore has also provided Canon Solutions America with an increased level of confidence, given that the company has a high standard for security—especially for employee documents. Aside from having backup files, Therefore also keeps documents separated by region, allowing only a limited number of people access to sensitive information.

	SPACE	TIME	SECURITY	PROCESS	PAPER
BEFORE	File cabinets overflowing with paper, requiring labor to maintain.	Hours spent searching for misfiled records.	Security of physical files compromised.	Inconsistent, manual, and error-prone records management process.	Paper-intensive office setting.
AFTER	Electronic files – no physical storage space needed.	Time needed to access records reduced by 80%. Strategy for managing records easily now and in to the future.	Information security, with needs-based access for authorized users.	Consistent and uniform digital records management process. Improved compliance.	Increased environmental sustainability.

THE FUTURE

With the incredible success of the implementation of Therefore in the Human Resources department, Canon Solutions America plans to expand Therefore's footprint within the company.

The solution will be used to build more automated and easily customizable workflows between divisions, starting with the Payroll department, which has offices in two separate locations. The ability to move from paper-intensive workflows to a more efficient, sustainable, and secure environment aligns well with the mission of the company, and will further enhance how it supports its customers.



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For more information, call or visit
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