

Access

# Eclaro Increased Productivity and Collaboration by Digitizing Paper-Based Processes

ECLARO

## The Challenge

Eclaro's employees manually printed, collated, and filed essential documents related to their role. This paper-based process was labor intensive, exposed the business to compliance risks, increased the chance of lost or mishandled paperwork, and wasn't in alignment with the global growth of this leading IT and business consulting organization. With team members in the U.S., Canada, and the Philippines, and the need to support remote workers, secure access to records was a need that their current, manual system couldn't support. Additionally, they needed a solution that would work seamlessly with their current tech stack.

## The Solution

Eclaro partnered with Access to transform their paper-based process by implementing a document management solution that integrates with their ERP, Microsoft Dynamics GP. With the right technology in place, they saw collaboration and productivity increase across departments and locations as team members can now easily find, view, and share invoices, time sheets, and contracts essential to their role. The document repository, along with the continuous import integration with Microsoft Dynamics GP, provides the teams with timely and accurate information. Today, Eclaro team members can perform 95% of their (previously) paper processes in a fully digital environment.

Additionally, the finance and human resources teams routinely handle sensitive PII, making document security paramount to Eclaro. Through Access' document management platform, the team implemented access controls and permissions to ensure sensitive information is protected.

## The Results

By digitizing 95% of what had been a paper-intensive process, the finance and human resources departments have gained the ability to create dynamic, highly focused teams—driving both efficiency and cost savings.

### About Eclaro

#### Industry Sector

Staffing and Consulting

#### Location

United States, Canada, and Philippines

#### Company Size

Enterprise, 1,600+ employees

Eclaro initially sought remote access to digitized files to improve collaboration between locations, and Access' document management solution made that possible. As remote work flexibility became critical to business continuity, the value of this investment grew. With the ability to securely access and share information from anywhere, Eclaro has achieved greater business resiliency.

Eclaro chose to partner with Access because their document management solution could integrate with the company's existing ERP system. That partnership deepened during the implementation phase, which coincided with the height of the pandemic in New York City, where their company headquarters are located. Despite those challenges, the Access team completed the rollout successfully while ensuring the safety of both teams.



Our old process wasn't scalable, and remote teams did not have secure, easy access to documents. Access' solution is a game-changer that allowed us to digitize a formerly paper-intensive process."

**Luke Ruzek, Assistant to the Director of Operations**

### About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.