Access

From Paper Process to Digital Performance: A Retail Success Story

The Challenge

This online retailer was familiar with selling products and serving customers through digital channels. However, in their human resource department, paper files and manual processes were the norm as all employee documents were stored in a dedicated file room at the company headquarters.

A quick observation of HR operations revealed that the team was taking approximately 20 to 30 minutes to locate and access employee documents. Their process included walking to the file room, unlocking the door, searching physical files to locate the required documents, ensuring the room was locked again before leaving, and returning to their desks to process specific requests. And they completed this task up to five times per week, hampering productivity. They aspired to reduce the time needed to access information to just minutes.

Additionally, improving document security was a high priority. "We wanted to proactively ensure business continuity in case of a fire or other disaster, make accessing and updating employee information quicker and more feasible, and move into the digital age," explained the HR Operations Team Lead.

The Solution

The company turned to Access for help building a digital HR document workflow that puts information at their fingertips—ditching the paper chaos for good.

After Access scanned their termed and active employee files, they were made available via a cloud-based document management system that's integrated with Workday, the company's HCM system.

The new setup allowed the team to implement permissions that dictate who can access which records and folders, thus improving document security.

Client Profile

Industry Sector
Retail

Location
United States

Company Size
Enterprise,
1,400+ employees

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Ease of access is the best way to describe our experience. It's a game changer – the convenience is a luxury. We have peace of mind, knowing that our HR files are safe and secure."

HR Operations Team Lead, Online Retail Company

The Results

The new digital process for managing employee documents significantly increased the HR team's productivity and efficiency. They used to take 20 to 30 minutes to pull a paper employee file. Today, the process requires just a few minutes, representing a 50%-to-60%-time savings over the old manual system.

"With paper employee records, retrieving information was never as simple as grabbing a file from a nearby cabinet. Now, retrieving a digital employee file in between responding to emails is possible. The new level of convenience is such a luxury," said the HR Operations Team Lead.