



ACRODATA CASE STUDY: Document Scanning Tasmanian Government: Department of Health and Human Services (DHHS)

Insight: Increasing amounts of information and statutory or regulatory obligations to retain important records pose unprecedented document storage challenges to business today. This is particularly true of legacy documents and paper intensive processes: is it better to maintain ready onsite access where space is limited and expensive, or concede speed in access and risk blowout recall costs under an off site model? For most, the challenge is considered 'too hard', however, the solution can be surprisingly achievable and provide a valuable opportunity to improve business practise.

Overview: Like any organisation, the DHHS regularly requires immediate access to its critical records, such as HR files. This significant amount of information has over time placed increasing pressure on available storage and practical access. When storage reached capacity, the department saw an opportunity to remedy the situation and update a critical area of its business practises. To assist in meeting the challenge, the DHHS engaged Acrodata to help the HR department move to an electronic system, achieving both an improvement in access to critical information AND a reduction in storage overheads.

The Challenge: The DHHS faced several challenges in tackling its HR record storage space issues: the HR records were highly sensitive; existing processes could not be interrupted; fast ongoing access was necessary to any given file at any given time; active files were continually being modified; and significant additional processing volumes were identified from locations across the state during the course of the project. In addition, news of the potential demolition of its existing storage for the proposed Parliament Square Development meant a solution was required quickly.

The Solution: Acrodata worked closely with the DHHS HR department to design and implement workflows that met these challenges while achieving improvements by:

- Improving speed and ease of access to HR information by scanning documents and providing electronic search functionality
- Eliminating on-site storage space overheads (reducing storage costs)
- Limiting the number of files that were off site for scanning at any given time through managed tranche deliveries
- Deploying a workflow to facilitate the immediate return of approximately 100 files recalled on demand by the DHHS during the project
- Designing workflows to accommodate additions to live files 'on the fly' during processing
- Bolstering resources to meet increased volumes as they were identified.

Acrodata Document Scanning Solutions

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"The team at Acrodata were great, working closely with us to design and deploy effective solutions for a number of challenges presented by this project. The result is more efficient access to our critical information and improved security of that information, coupled with a significant reduction in our storage overheads."

Jane Apted
Business Manager,
Department of Health and
Human Services

The project was completed within an agreed 19 weeks, on time and within budget. It was comprised of close to 500 boxes and 1,000,000 pages, averaging a turnaround of 10,000 pages per day.

