

SOLUTION OVERVIEW**Company Profile**

The client is the leading full-service grocery retailer in Western and Central New York, and Northwestern Pennsylvania. With over 10,000 associates, they operate 71 full-service supermarkets and five franchise supermarkets.

Business Situation

When the company was previously divested, all of their historical HR data, along with their new-hire information, remained resident in the legacy system of their former parent company. This resulted in undue cost, labor overhead, and processing delays because data and documents were being transferred between sites for scanning and indexing into the legacy system. In addition, sensitive employee data for their staff was, in effect, residing on the servers of a potential competitor.

Solution

The company turned to **BizTech Solutions, Inc.**, a provider of innovative business process improvement solutions and an authorized INDICIUM reseller. BizTech worked with the company to design and implement a solution using MS-SQL Server and the highly scalable INDICIUM Document Management System.

Data from the old legacy system was cleansed and migrated to INDICIUM. The new system leverages the advanced security and indexing capabilities of INDICIUM to manage all aspects of capturing, accessing and maintaining the company's HR data. Document capture that formerly took upwards of one week can now be accomplished in a single day on secured in-house servers. HR personnel can access employee information—even specific document types—from a single source, rather than having to search across four or more locations.

BENEFITS

- Streamlined data capture completed in one day vs. one week or more
- Feature-rich indexing enabling detailed document search capability
- System scalability and interoperability for system growth and integration
- Secured data stored/managed in-house

Regional Grocer Stays on Top with Time- & Cost-Saving Document Management System

Our client prides itself on its hometown appeal and strives to promote affordable local products on its store shelves. The company was listed by *Retail Info Systems News* as one of the 10 retailers who have “thrived and survived in an increasingly tough economic climate, and are doing all the right things.” Not so long before that, the company found themselves in a situation where their products were local, but unfortunately their company's sensitive data was not.

Though the company had been spun off, their historical and new-hire HR information was still managed and stored by the former parent company within their old legacy system. They were, in effect, outsourcing the information capture and management process to a third-party—one that could be a potential competitor.

The situation was made more difficult by the cost and time involved in forwarding HR documents to the former parent company for scanning and indexing into the system. Often, the information would not be accessible online for a week or more while this was taking place. Though their HR personnel had access to the legacy system, they frequently had to search in four or more places within the system to find all of the documents for a single employee.

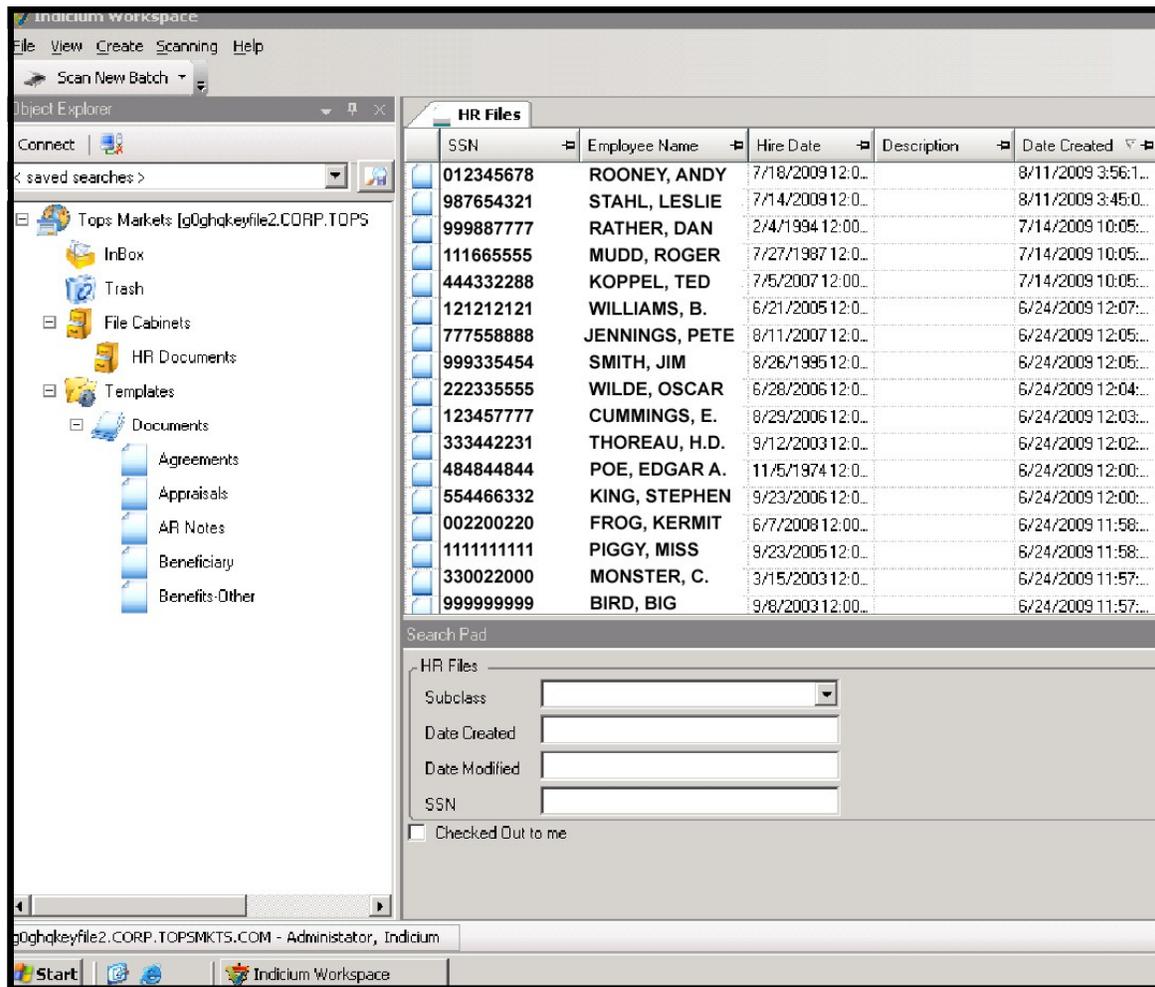
Keeping it Local

The company contacted BizTech Solutions Inc., a provider of innovative business process solutions and authorized INDICIUM reseller, to help bring both the process and the data in-house. Together, they designed and implemented a solution based on MS-SQL Server and the **INDICIUM DM** document management platform.

INDICIUM DM's out-of-the-box functionality enabled the team to craft a solution to manage the company's HR information, while allowing room for system growth and additional processing functionality/integration. Historical records were extracted from the old system to an intermediate format. It was then cleansed and made accessible in INDICIUM, with more sophisticated indexing capabilities to simplify document search and retrieval.

Three simple-to-operate document scan stations are used to capture new information; two are dedicated full-time and the third is used by a temps and part-time staff. Because the process now happens onsite, document capture is completed and information is readily available online within one day, instead of taking a week or more. HR personnel can find all documents pertaining to an employee in one place, with the added benefit of being able to target specific document types.

Data management and security are no longer an issue. The INDICIUM DM system puts the company in full control of their data assets—and that helps keep them **'on top'**!



About INDICIUM Software, Inc.

INDICIUM Software, Inc. is a leading provider of document management and workflow software products and solutions to manage documents electronically and automate business processes. Its products are distributed through a network of solution providers to clients in financial services, healthcare, government, manufacturing, utilities, and other industries.

For more information, please visit www.indiciumsoftware.com.

About BizTech Solutions, Inc.

BizTech Solutions, Inc. (www.forbiztech.com) is a Microsoft Gold Certified, ISV Managed Partner and award-winning systems integrator for Work Process Automation and Web Business Applications. The Company is a single source supplier of enterprise products for automation, workflow, document management, capture solutions, records management, electronic forms, and mobile computing. BizTech provides innovative solutions to reduce operating costs and increase cash flow, focusing first on understanding the business requirements, and then applying technology where appropriate to provide competitive yet differentiating solutions for the client.



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