The Power of Possibility

Care Group

Case Study — HCRG Care Group | HR Scanning Services

Background

HCRG Care Group provide front line NHS and social care services across the country. Since 2006 they've treated millions of people, helping around half a million each year.

The company approached SPS, formerly Cleardata, looking for a solution to convert all employee records into digital format.

Reasons for Digitising HR Files

- The main driver behind the project was to:-
- Enable authorised members of staff to access files from multiple locations.
- Improve searching for specific documents.
- Back up information securely.

HR Scanning Services Solution

SPS have digitised over 112,200 employee records and uploaded information into their Cleardox EDM Cloud Electronic Document Management System.

The Company collected all HR files from their Head Office and multiple locations across the UK. Due to the nature of the business, this is an on-going process that consists of SPS collecting new employee records from GP surgeries that have entered into contract with HCRG Care Group.

- Files are intelligently prepared prior to scanning to split out key information into 4 categories, which consists of compliance, contractual, other and employee relations.
- Paperwork digitised using SPS's high production Kodak scanners before going through a double quality checking process that ensures every single image is checked by two separate operators.
- Files uploaded into Cleardox EDM, SPS's Cloud Document Management solution, enabling staff at HCRG Care Group to access records using applied meta-data such as first name, surname and payroll number. This dramatically speeds up the paper-based process that was originally in place and ensures files that are added to the system manually by the HR department are indexed in a consistent manner.
- User's permissions are restricted by location and site, with a full audit trail of activity performed by each member of staff e.g. accessing files and checking records in and out of the system.
- SPS also manage the process of employee file extraction on behalf of HCRG Care Group when a contract has come to an end.

Client Feedback

"Managing our personnel files using SPS's Document Management Solution means we're able to access records far more quickly and reduces time spent on searching through our old paper-based files, which in turn keeps our staff happy.

The system acts as a central repository for all HR records, which is important to the business due to our multiple sites and locations.

I am happy with the service provided by SPS and can see us working with them for years to come".

— HR Team, HCRG Care Group



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