

DataServ Delivers Tailored SaaS Document Solution for Fortune 150 Global Manufacturer

THE SHORT STORY

More than 35,000 pension-related files containing over 50,000 documents in a variety of formats - as well as locations - stood in the way of this global manufacturing and technology leader from creating an efficient, easily accessed, tightly controlled and secure pension calculations process.

THE ISSUE

With 133,000 employees worldwide, the human resources paperwork generated is staggering. The Pensions Department wished to increase efficiency, track open activities, secure sensitive documents, and lower processing costs by moving pension calculations to its Manila office, but with many of the needed documents housed in old, stand-alone software that hadn't been upgraded or maintained, the task seemed nearly impossible. Upgrading the software was prohibitively expensive, so they turned to DataServ SaaS (Software as a Service) for a cost-effective, long-term solution.

THE DATASERV SOLUTION

Coming to DataServ on microfiche, paper files, and through the old software system, the pension documents not only were in a variety of formats and locations, but the information on those documents - including 36,000 social security numbers and birth dates - required the highest level of security. DataServ immediately began tailoring an efficient, secure archive easily accessed from anywhere in the world - a vital need for a globally-diverse company. Along with delivering a complete system capable of meeting their business process, long-term retention and regulatory requirements, DataServ secured sensitive information by providing document- and query-level security.

DataServ SaaS ensured their staff is able to retrieve information when and where they need it, no matter their location - all that is needed to access the system are security rights and a browser.

The DataServ solution includes workflow that provides the tracking of progress on any open document at any time by those with access, making work management transparent and easily monitored. Additionally, DataServ's tailored training program - led by DataServ trainers - ensured the client's staff understood and were able to fully use the new system to the greatest effect. Maintenance, support and upgrades are all included with SaaS, so the client won't find itself with another outdated system that can't be upgraded in the future. Finally, DataServ's 90-day Initialization - customary for all DataServ solutions - met their rapid deployment requirement to upgrade their business processes.

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Director of Qualified Benefits
Fortune 150 Global Manufacturer

THE RESULTS

The client immediately began experiencing the ease, efficiencies, and corresponding cost savings of the new system. "DataServ's database for us is incredibly easy to understand and use," says the Director of Qualified Benefits. "Throughout the entire project, DataServ listened, asked the right questions, and produced a system - on time and on budget - that does exactly what it's supposed to do. They also were very responsive to our requests for system enhancements through the testing process. We now have a system that allows us complete visibility, including work-in-progress updates, to these vital documents, and that increased efficiency means reduced personnel costs. For obvious reasons, we're very pleased with our DataServ experience."