

Industrial Case Study Insituform Technologies, Inc.

EXECUTIVE SUMMARY

Insituform outsourced the scanning and electronic storage of their HR files to DataServ.

BUSINESS CHALLENGE

For Insituform Technologies, the leading provider of and a pioneer in trenchless technology, it became increasingly difficult to manage their HR documents. With licensees in 40 countries worldwide and operations on five continents, moving their more than 4,000 paper files around to different locations was time-consuming and costly.

HOW DATASERV HELPED

DataServ delivers its Virtual Personnel File solution to help Insituform control risk and ensure compliance. DataServ securely brought all the backfile paper files and scanned them to put on Insituform's user site. DataServ also proactively receives new HR documents as they are created and scans them into the system in a timely manner. Further, DataServ teamed with Insituform to create an indexing system to keep all HR document types organized. Today, Insituform's people are able to access the document images quickly and securely, direct from their user portal in any of their locations worldwide. On the back end, DataServ provides the hosting and management of the imaged documents.

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— Paul Espinoza
Human Resource Manager

A LASTING SOLUTION

Since implementing the DataServ solution, Insituform has streamlined and enhanced the manageability of its human resource documents. They have significantly reduced costs by eliminating the need to store paper documents and reducing the headcount needed for the job function by 67%. They no longer manually pull paper files then copy, scan or FedEx them to the appropriate location. This improvement of their process has helped them increase their unemployment claims won. According to Paul Espinoza, Human Resource Manager, "The more bang for the buck really comes from the immeasurable results such as the reduction of loss of time doing things and reduced time that folks aren't servicing customers. I can talk to someone in Texas and review the file while talking to them instead of having to track down the file and get back to them."