

case study



Università degli Studi di Milano

More Time for HR Services

Imparting knowledge to students in over 70 fields—that's the objective of 4,500 teachers, researchers and administrators at the University of Milano.

Founded in 1924, the University became part of the idea of the *Greater Milan*, to be achieved by incorporating the surrounding municipalities and transforming the city into a true, modern and dynamic metropolis. Today, the University of Milano counts over 60,000 students.

Requirements and Organizational Framework

The Human Resources department is responsible for the payroll documents of approximately 4,500 employees. Each colleague needs to access information regarding their payroll about twice a month. In the past,



searching for the respective documents was time consuming. To facilitate the communication process, the HR department wanted to be able to send copies of payroll documents to employees directly via e-mail. A document management solution was needed that would operate with their existing payroll application. The solution should reduce space requirements and paper consumption, as well as delivery time and costs. Documents need to be shared between colleagues and all the legal regulations for record keeping, i.e. a retention period of 10 years had to be met.

The various institutes of the University of Milano are scattered all over town. Before the introduction of a document management system, the centrally located HR department stored every single document on paper and filed them in boxes. This led to considerable space problems. Records had to be kept in a building separate from the administration complex. Each time a document was needed, an HR employee would have to go through a lengthy

retrieval process, make a photocopy and deliver the document to their colleagues. This process would take about half an hour per request.

Technical Framework

The University of Milano works with a network based on 100baseT. All employees have PCs. The main building and the institutes are connected via leased connections. The HR department uses a special, UNIX based software to generate the payrolls spool files.

Documents

At the University of Milano, around 5,000 documents such as payroll records and medical forms, e.g. sick certificates were generated per month, filling a space of 9 meters or 29 feet in length a year. During the retention period of 10 years, this accumulated to 90 meters or 295 feet. The filing time for these documents alone would take about 50 hours per month. The documents that need to be stored are paper documents and spool files.

Solution

All relevant documents are filed centrally in one DocuWare file cabinet.

At first, the HR department sent requested documents to employees via e-mail. By now, all employees gain immediate and fast access to relevant documents in the file cabinet themselves. While the four users in the HR department have direct access to the system, the other employees are using the Internet Server access to check their records.

Process

Paper documents are scanned, manually indexed and then stored in the document pool. The documents generated by the payroll software are automatically stored as spool files when they are printed. The index terms are taken directly from the spool data. Documents are stored on a central server. For long-term storage, MO disks are used.



Conclusion

Instead of generating 9 meters or 29 feet of paper per year—storage boxes not included—all documents now fit neatly on just one MO disk. Compared to the manual filing process, the automatic storage of spool files saves approximately 50 hours each month—time that can now be used for more productive tasks. Employees have immediate access to stored documents at any time. Retrieval time has been reduced from 30 minutes to a few seconds per document. Photocopies are no longer necessary since scanned documents can be e-mailed directly and do not need to be dispatched otherwise. The payroll application has been fully integrated.

The Benefits in Detail

Introducing a DocuWare document management system has proven beneficial for all 4,500 colleagues at University of Milano. Employees, who on average need payroll and other information twice a month, now have direct and quick access to their personal records via the Intranet. Necessary documents can be sent via e-mail. Retrieval time for the HR team has decreased significantly, leaving more time for other important work. While budgets are disburdened significantly in terms of costs for retrieval, photocopies and delivery, employees feel that their personal data are in competent hands.

“Fast access and reduction of costs have led to an ROI of 36 months.”

The Requirements

- An archive within reach
- Easy retrieval processes
- Shared access to documents
- Access through the Internet
- Sending documents via e-mail
- Meet retention requirements
- Connectivity to Accounting software

The Solution

- DocuWare
- ACTIVE IMPORT
- INTERNET-SERVER
- COLD/READ

The Benefits

- Retrieval time reduced from 30 minutes to 30 seconds
- About 50 hours filing time per month are saved
- Costs for paper storage and couriers cut drastically
- Employees have direct access to records via Intranet
- Retention period of 10 years is met, no additional storage space is needed

For more information,
please visit our website at
www.docuware.com