

Ricoh and DocuLex collaborate on improving document management and workflow for Ernst & Young.

CHALLENGE

- Improve indexing workflow and eliminate multi-step, manual process requiring offshore labor
- Achieve total cost reduction and regulatory compliance
- Replace inefficient batch scan process on Xerox platform with a faster, less costly solution

SOLUTION

Using DocuLex Archive Studio and Ricoh MP 7001 SPs, we built an application that:

- Virtually eliminates manual indexing
- Automates workflow and document management
- Delivers major cost and labor savings

RESULT

- Measurable productivity results
- Accuracy at 97% - an almost 60% improvement
- Ernst & Young has expanded the solution by ordering 10 additional licenses

ERNST & YOUNG HAD AN URGENT NEED TO IMPROVE COSTS ASSOCIATED WITH DOCUMENT HANDLING AND WORKFLOW IN THEIR TAX GROUP, BUSINESS INCENTIVES AND CREDIT DEPARTMENTS. THE LEGACY XEROX DOCUMENT MANAGEMENT CAPTURE PLATFORM WAS INEFFICIENT:

- **AUTOMATED TEXT RECOGNITION DELIVERED POOR RESULTS**
- **DOCUMENT META DATA COLLECTION WAS A MANUAL PROCESS**
- **DOCUMENT FILING AND MANAGEMENT REQUIRED A MULTI-STEP OFFSHORE PROCESS**
- **DOCUMENT RETRIEVAL WAS LENGTHY AND ELEMENTS WERE MISSING: USER ACTIVITY LOGS, DOCUMENT RETENTION CATEGORIZATION AND POLICY ADMINISTRATION**

Building a better model

DocuLex, Ricoh's RiSVP partner, designed a solution to:

- Streamline document management workflow
- Enhance security
- Increase staff productivity

The application solves key retention compliance issues for Ernst & Young who must store these records accurately and within a specified timeframe. DocuLex President David Bailey said, "We eliminated the need to manually build the filing structure and then browse nested folders in search of the electronic PDF file containing an IRS Form 8850 set. The new, automated process impacts labor, accuracy and cost."

A before and after snapshot

"For this project we had to build a simpler, more accurate system," said Ellen Graham, Ricoh Solutions Engineer "When we started, the client was struggling with a costly, manual process. Plus there were no search engines and no audit trail."

Before – implementing the manual process

- Document sets scanned to a shared folder on the network
- Digital document sets (an IRS Form 8850 and supporting documents) were run through a text recognition process
- Full text searching capability was limited to the pages within one PDF 8850 document set; searching across all documents was not an option
- The PDF files were then sent to India for manual filing, a process that required opening each file and visually looking for three indexing elements: employee name, SS number and company name
- A worker in India would use 3 acquired values to create network folder names and the final file name of the PDF
- This process had to be repeated through the list and any exceptions noted for investigation

In order to retrieve documents, the knowledge workers at Ernst & Young had to visually search through thousands of nested folders to identify the desired IRS 8850 form and supporting documents. User activity logs were not maintained by the process and document retention was not automated.

“We eliminated the need to manually build the filing structure.”

— DAVID BAILEY, PRESIDENT, DOCULEX

After implementing DocuLex Archive Studio

- Documents are scanned to a shared folder on the network
- Archive Studio's Goby Capture automatically recognizes the new electronic file and implements an unattended process
- Goby automatically straightens crooked scanned pages and removes blank pages
- The 8850 form is recognized and pages are separated into individual document sets
- A second pass at the document recognizes the three key indexing elements: name, SS number and company name
- A third pass recognizes all text content
- Scanned images, indexing elements and text content are all saved into one PDF which represents one 8850 form and all supporting documentation
- Goby capture uploads the PDF files into Archive Studio WebSearch Document Management software, utilizing a secure connection

Web-based, automatic, user-friendly

Today, document retrieval is easy. Ernst & Young staff can access WebSearch document management software from any secure network or internet connection – worldwide. Users search across the entire document collection, using one or more key search values. And by adding full text content to the search, they can instantly retrieve not only the desired documents, but specific pages with the text they're seeking. The Archive Studio solution logs all user activity and document retention is managed automatically.



“We’re truly
impressed
with this
collaboration.”

— SERGIO ESPINOSA , ERNST & YOUNG

Onsite testing was the key to success

“We had some bumps early on, “ said Sergio Espinosa of Ernst & Young. “Varying file formats made it difficult to achieve our goals. But once onsite, the DocuLex team analyzed document templates and fixed the problem.” DocuLex created electronic filters to flag data, enabling the system to sort good data from bad. Said David Bailey, “By setting up electronic rules, we automated the indexing process and created efficiencies. Labor costs for discovering and inputting key meta data values were virtually eliminated.”

About the Customer

Ernst & Young is one of the largest professional service firms. A global leader in assurance, tax, transaction, advisory services and growth markets, the company has about 100 offices throughout the U.S. and Puerto Rico.

SUMMARY

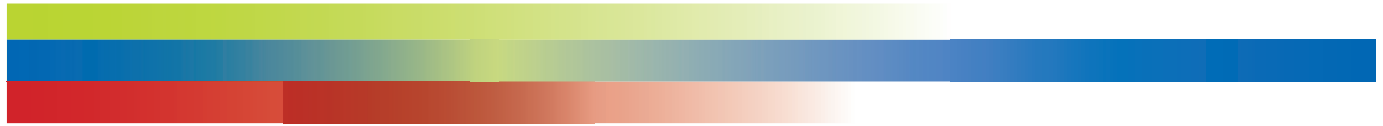
Keys to Success

THE CLIENT SAYS IT BEST

“We’re truly impressed with this collaboration,” said Ernst & Young’s Sergio Espinosa. Adding to that, Ricoh Global Account Manager Robin Truitt said, “Working with DocuLex on this application was a successful exercise in problem solving. Ricoh has a great alliance program that allows us to come up with virtually any process improvement the customer needs.”

Ricoh and DocuLex won the business for several reasons

- Our MP 7001 SPs offered superior performance to the existing Xerox platform
- DocuLex Archive Studio Document Management software allowed us to design a customized solution that improved accuracy, eliminated the need for manual file indexing and reduced cost



“BEFORE THE DOCULEX/RICOH SOLUTION, ERNST & YOUNG AVERAGED 15 HOURS PER WEEK SCANNING AND CATEGORIZING DOCUMENTS SPECIFIC TO TAX COMPLIANCE. SINCE INSTALLING DOCULEX THE TEAM CAN DO THE JOB IN 15 MINUTES. EACH WEEK WE SCAN APPROXIMATELY 2,500 TO 5,000 DOCUMENTS AND DOCULEX/RICOH SIMPLIFIES THE SEARCH AND PRINT PROCESS. IT USED TO TAKE A TEAM OF OFFSHORE RESOURCES TO BREAK OUT THE SCANNED DOCS INTO FOLDERS AND CATEGORIZE THEM. THE NEW SOLUTION DOES IT AUTOMATICALLY, ALLOWING US TO DIVERT THESE RESOURCES INTO OTHER RELEVANT AREAS OF OUR BUSINESS.” — SERGIO ESPINOSA , ERNST & YOUNG

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