



NUANCE

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CASE STUDY

WASTE MANAGEMENT INDUSTRY

FOCSA

Eliminates waste with eCopy

CHALLENGE

- Inefficient method of filing and retrieving thousands of paper documents
- Daily trips to off-site storage facilities significantly hindered productivity
- Needed to implement a better way to comply with legal requirements regarding maintenance of records and reports for many years
- Needed to improve response time to inquiries from employees

STRATEGY

- Installed eCopy ShareScan® to existing Canon digital copier
- Users can now e-mail, copy, print, and fax from a single multifunction device (MFD)
- Current and archived business records can be easily converted to digital files for easy search and retrieval

RESULTS

- Accessing records and invoices via shared networked folders has dramatically improved productivity
- Improved efficiency across multiple departments in the company
- Authorized users can access copies of invoices reducing the burden on internal departments to physically retrieve them
- Greatly improved response time to inquiries from employees requesting additional records and information

ABOUT FOCSA

FOCSA Services (UK) Ltd. is a subsidiary of Spanish construction and services conglomerate Fomento de Construcciones y Contratas, S.A. With 500 employees and 9 locations in the United Kingdom, FOCSA specializes in refuse collection, street cleansing, recycling, grounds maintenance, and waste disposal.

“eCopy has made a huge difference in our overall productivity. Now important paper documents are electronically accessible from the desktop to free costly storage space for more productive uses. eCopy began paying its way from the moment it was installed.”

— **Lesley Jones**
Human Resources Manager
FOCSA Services (UK) Ltd.

LOOKING TO KEEP PAPER USE AND STORAGE TO A MINIMUM...

particularly in Human Resources and Accounting. With legal requirements to maintain certain records and reports for multiple years and a significant amount of time wasted filing those records and retrieving them from an off-site location, FOCSA turned to Canon UK for a solution.

According to Lesley Jones, Human Resources Manager, “With the sheer amount of paper we had in our head office, it was taking an excessive amount of time to locate important documents.” Jones reports that she typically received requests for verification of employment or other information about current and former employees on a daily basis. She adds, “If I had to retrieve information about an employee, it could easily take me 15 minutes to go to the storage area, locate the file, copy it and re-file the folder. And I was doing this at least three to four times per day.”

The problem in Accounting was even more severe, with many of the company's older invoices stored at an off-site location 30 minutes from the head office. She says, "If we needed to retrieve an invoice from the storage facility, it was a two-hour task. Meanwhile, requestors were waiting for the information they needed to do their work, and both the Accounting staff and invoice requestors suffered from a corresponding decrease in productivity."

"I used to spend at least an hour per day retrieving employee records to answer inquiries and that time commitment is now reduced to seconds for electronic files stored in folders on the network. My productivity has improved substantially, and I am able to handle requests for information much more promptly."

— **Lesley Jones**
Human Resources Manager
FOCSA Services (UK) Ltd.

WORKING WITH CANON UK, FOCSA ADDED ECOPY TO...

a Canon black & white multifunction device (MFD). As a result, users in the head office can now scan, e-mail, copy, print, and fax from a single MFD, providing them with the ability to convert current and past business records into more easily accessible digital files. The solution is available to all workers in the head office, supported by ten "key operators" who have undergone training. Jones comments, "Although we have designated key operators and Canon and eCopy spent time on site with us delivering training, the system is so intuitive to use that staff quickly adapted to the new process."

BOTH HUMAN RESOURCES AND ACCOUNTING ARE DIGITIZING RECORDS...

as they come in, and selectively digitizing older information. The improvement is even more dramatic for Accounting, who has thousands of paper invoices in storage. As the number of invoices processed with eCopy increases, there will be less need to travel to off-site storage to retrieve requested invoices. Jones adds, "Authorized users can even retrieve their own copies of invoices, further decreasing the burden on a very busy Accounting Department." Other FOCSA departments are also taking advantage of eCopy to improve work processes. Jones says, "One good example is Health & Safety. As you can imagine, with the number of vehicles we have, we must process a large number of insurance claims. That information is now readily accessible to Health & Safety for analysis and reporting. I simply scan the insurance claim and supplemental accident report, placing it on the network for retrieval at a convenient time. It is much simpler for Health & Safety to work with electronic documents rather than paper files to analyze the data and develop recommendations for operational improvements that can reduce the number of accidents."

"We are looking forward to the day when the vast majority of our important records have been eCopied. This will result in hundreds of hours of time savings every year for our very busy staff."

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