

Atos employs in the
region of 80,000
people worldwide.

Box-it was tasked with
helping Atos make the transition
to a HR document and records
management software solution,
streamlining and increasing
performance.



"Box-it has a tried and tested solution in place with the Omnidox product and it was flexible to meet our needs. With all the benefits which the system gave us and its simplicity, it wasn't too challenging obtaining buy-in from the relevant Stakeholders. The project plan was well-defined, and efficiently and professionally executed. Quarterly meetings are in place to review pre-agreed SLAs,"

Darren Moss,
Peoplepoint HR Manager,
Atos

Atos

The Background

Atos is an international information technology services company serving a global client base through the delivery of hi-tech transactional services, consulting and technology services, systems integration and managed services. Atos employs in the region of 80,000 people worldwide. Up until 2011, approximately 7,000 of these employees were based in the UK and Ireland. The acquisition of Siemens IT Solutions brought with it around 3,000 UK employees and a large facility in Glasgow, which had its own HR department and employee filing system. There were inevitably inconsistencies in file content depending on where it originated from.

The Solution

The decision was made to centralise all HR administration to Atos Peoplepoint (HR Shared Service Centre) in Wolverhampton. The 30-strong HR department comprises of a front office, back office and Payroll team, who support wider HR specialist teams and 10,000 employees. To accommodate a further 3,000 bulky paper personnel files would inevitably have put a huge amount of pressure on office space. The HR department at Wolverhampton was already facilitating 7,000 paper files (each personnel file containing between 50 to 150 documents such as contracts of employment, references, Occupational Health reports, etc.).

Personnel files were stored in enormous lockable, fire-proof cabinets. (The office floors had already been reinforced with steel to withstand the weight of these cabinets, but would need further support.) Such a volume of paperwork also laid itself open to misfiling. There were, on occasions, the inevitable problems of not being able to find a personnel file. The ever increasing need for remote access was another issue as field based advisors often needed to refer to a file, such as a contract of employment.

This was the prime opportunity for Atos to make the transition to electronic filing and implement a HR document and records management software solution. Digitising paper files was going to be a huge project that could not be undertaken in-house. Security, confidentiality and integrity were priorities. The solution came in the form of Box-it's Omnidox: HR Records and Document Management, and the professional cataloguing, scanning and processing support provided by Box-it. Unlike some other options, Omnidox: HR could be tailored to Atos specific and complex requirements. Atos was reassured by Box-it's experience and track record in providing such a service to multi-national organisations. Data Protection was another key aspect and with Box-it being a UK business, the problem of offshore storage was not an issue as well as being ISO27001 accredited.

Cataloguing, Scanning, Secure Destruction

Box-it assigned a dedicated project management team to the task. This involved Box-it collecting over 10,000 files (approximately one million sheets of paper) from the two Atos sites; Wolverhampton and Glasgow. An asset register was created and each sheet of paper had to be accurately catalogued into one of 15 Atos classifications. Each personnel file was barcoded and securely transferred to Box-it's scanning and processing facility which operates in accordance with BS10008 and has HM Government accredited security. Availability and retrieval at short notice was essential. The files were efficiently booked out of both offices, and if a file was required in the transitional phase, it was promptly retrieved and returned to Atos. Once scanned, indexed and validated, the electronic images were uploaded into Omnidox. Paper files were initially stored by Box-it for a year as a precaution. After this period, they were destroyed using Box-it's confidential destruction service.

The entire conversion project was completed in three months from start to finish. A key feature of Omnidox is its user-friendly features and simplicity. The use of Atos terminology within Omnidox has been helpful to users. Atos made the decision to train in-house. Once the Atos Peoplepoint HR Manager had been fully trained by Box-it, he was able to roll this out with ease to his team who were quick to adapt.

The Key Benefits to Atos

- Omnidox has delivered substantial efficiencies within the HR department.
- Most incoming documents are now electronic and take around 30 seconds to upload into Omnidox.
- Bulk filing is made easy. For example, if 7,000 staff received a pay rise, it would previously have involved sending 7,000 letters and manually filing a copy in each employee's paper-based personnel file. The bulk upload feature within Omnidox is proving very beneficial.
- Each personnel file is accurately segregated, making reference to specific information a much faster task compared with paper files.
- Omnidox allows remote 'instant' secure access to a file. Authorised advisors have access within a matter of seconds to personnel files irrespective of their location.
- Individuals in HR are responsible for their own filing and this is done instantaneously.
- TUPE out/in is no longer a problem for the bulk movement of personnel files, and does not carry the same risks involved as in other methods of transfer, such as post.

- Bulk scanning projects can be out-sourced to Box-it.
- The HR department has been able to take on additional work without increasing its head count.
- Removal of archive files has freed up office space which can now be used more efficiently.
- Traditional paper archiving costs are saved and ROI is expected.

Benefits Overview

- Access personnel files online in real time from any location.
- No software licences or maintenance costs.
- Secure access via a standard web browser.
- Set document retention and disposition schedules.
- Efficient search and retrieval functionality.
- Omnidox is highly configurable.
- Can be automated to reduce manual processing.
- User-friendly and highly secure.

Comprehensive and configurable reporting to include:

- Security checks and registration.
- Eligibility to work.

Find out more

If you want to find out more or need any additional help in operating the Box-it system please do not hesitate to call us on

Freephone 0800 22 07 07