

Solution Blueprint of DocuStream within Human Resources

Problem Description

A major Energy Company was trying to create the capability to access supporting Documents (Resume, W9, Pictures, Qualifications, etc.) of their Employees and/or Vendors through SAP R/3. These documents were received by either mail, by fax, through their internet Portal, or existed electronically already on their Corporate Network. All these Documents were available in various different formats such as Word, Excel, HTML, PDF, and many more. The HR personnel were struggling with the management and retrieval of these documents since they could exist in various different systems and no relationship between these documents existed. This led to extremely time consuming efforts in situations where all documents for a particular Employee or Vendor were needed to be retrieved and viewed.

The Company already was utilizing FileNET's Product Suite, but needed additional functionality to implement a seamless Business Process for their HR department to provide integration into SAP. This integration needed to be fully integrated with their SAP Business Workflow so that their HR staff could be automatically notified of new received Documents. Furthermore, the Workflow integration had to increase the efficiency and automation of the Document flow through paperless processing.

Solution

By implementing DocuStream, with its full support of FileNET and SAP integration, the Client realized that the required functionality would be available to them. DocuStream provided this Company with the functionality to immediately notify the individual HR staff member through an SAP Workflow workitem, within their SAP Inbox, when new Documents have been committed to FileNET either through the Web, Fax or after a scanning process.

For example, a person that applied for a job through the Companies web site triggered all following actions automatically **without any manual HR resource involvement**:

- the creation of an SAP Workflow workitem and delivery to the appropriate HR personnel
- the automatic creation of the Candidate Record within SAP,



- the storage of the attached document (i.e. Resume) in FileNET
- automatic creation of the Link Entry between the Document (now in FileNet) and the Candidate record (now in SAP).

Not only were the staff member's notified, but also a link between the Document in FileNET and the relevant SAP Record was automatically established throughout the SAP Workflow process; so that upon execution of this Workitem, the relevant Document was displayed immediately.

In addition, the functionality to add/link Documents into FileNET/SAP that *already* existed somewhere on their network or local hard drive could easily be executed directly from their SAP session. DocuStream automatically stored in FileNET the specified soft copy and linked it to the specified Object (SAP Record). This was particularly important since many documents (Contract, W2, Photos) have been created outside of SAP or FileNET, but needed the association to the relevant SAP Transaction Record.

The HR personnel were now able to have all documents stored within a single Enterprise Wide Content Repository and were able to access these Documents through both SAP for the relevant Employee or Vendor Record, as well as from FileNET directly.

Furthermore, reporting capabilities were available to produce Employee Lists, which had Hyperlinks to these Documents for fast and easy retrieval. These Reports could be converted into either HTML or PDF formats and stored into FileNET, so that non-SAP Users had access to these Reports as well.

Benefits - ROI

After successful implementation of the above Solution, the Company was able to reduce their business processes from days to seconds and captured all Documents within a single Repository linked to SAP. The Costs savings on an annual basis have been estimated at multiple hundreds of thousands of Dollars, through automation with utilization of Workflow processes that are fully supported by DocuStream.

Customer Conclusion

Without DocuStream we would still struggle getting the right information at the right place and time. Our daily tasks have been made very easy and we are able to work much more efficient. We are currently looking in applying the same



strategy into other applications and believe to realize the same or even better results.

Visit <http://www.csinc.biz> or call 1-800-CSI-CANHELP (1-888-274-2264) for more information on this or other DocuStream based SAP Integrated Imaging Solutions.