

SRC Recruitment LLP

Case Study



Search & Retrieval with a Centralized Database

Managing and sharing documents across two office location is inconvenient, and by no means easy. SRC Recruitment chose to implement DocuWare to facilitate a centralized database between their two offices at Orchard and Katong respectively. Secure, seamless and convenient, this change has improved their productivity levels, administrative processes and their quality of service.

Hiring of Foreign Domestic Helpers (FDW) is very common in Singapore. Be it the construction industry or for domestic assistance, this sector of our population has escalated to induce an indispensable presence. SRC Recruitment specializes in providing foreign domestic helpers for all causes, and assures the quality of choice for every employer.

Established in 2010, Mr. Chris Koh, owner of SRC Recruitment LLP now manages 2 front offices in Singapore, after identifying an opportunity in the service line industry. Leveraging on his staff's knowledge and experience, Mr. Koh has imbued quality and reliability in all his recommendations to meet the employers' expectations & requirements

SRC Recruitment LLP

Industry :
Service/Employment

Location :
Singapore

Application :
To manage all documents within scope of office

Document Types :
Contracts, employer data, FDW bio-data, Letters of certificate, Emails, Correspondence

Requirements & General Environment

A huge number of documents are processed daily at SRC Recruitment, ranging from email correspondence, CVs, educational certificates, contracts etc. Prior to implementing a Document Management System (DMS) alike DocuWare, SRC Recruitment's offices ran mostly on paper. Conventional filing methods were taken up; documents were printed, filed into ring folders and stored within the office for future references. They were filed according to their document types or in other cases, industry specific. In the absence of a centralized storage location, different batches of information were stored in different locations. The traffic of transferring or sharing of files between both office fronts day-to-day was high, and could only be facilitated via emails. For larger files, third party applications alike Dropbox had to be utilized, which is not without its demerits as well.

The Task

- Create a shared storage for storing and transfer of data
- Quick retrieval of important documents
- Prepare the company for increase of database in the future

The inaccessibility to relevant information was detrimental to the productivity within the office. Excessive time was spent to locate and identify the correct documents, which under certain circumstances, could be duplicate copies given the absence of centralized storage. The resulting poor document management directly influenced the staff's response time and prevailing service. The occasional misplacement and incorrect version of documents meant that they had to double their efforts to rectify the situation. To thrive in the HR industry, the company's database must only keep increasing, and not otherwise. Mr. Koh identified the magnitude of this problem before it begun to snowball, and implemented DocuWare to make a change.

The solution

Mr. Koh knew practically what the scopes of the solution should include to avert the situation, and DocuWare's capabilities was a perfect fit to the missing puzzle. First and foremost, almost 90% of the office documents were digitized (scanned) and was ready to be archived electronically. This tedious, yet simple step instantly eliminated the need for bookkeeping dozens of ring folders for document referencing. Once most documents are digital-ready, the next process would be to perform an optimal centralization of the database.

Previously segregated into two locations, the implementation of DocuWare allowed the consolidation of all documents to be available on one central platform. Hosting his DocuWare database on a server, it allowed employees to access the files from anywhere, the said process was not bounded by geographical constraints anymore. Once the accessibility concern was addressed, SRC Recruitment proceeded to revamp their file structure and integrity upon given the option.

The manner that a DMS manages the said documents was different from the conventional Windows default file server. Mr. Koh came to understand that he was no longer bound by

the file-folder autonomy, which was somewhat limited and rigid. Introduced to the function of indexing, every document could then have multiple indexes which simplifies the document retrieval process and thus strengthening the organizational integrity of the new system. Specific documents could now be located in a matter of seconds, with the full-text OCR search function acting as a fail-safe.

The additional functionalities of DocuWare also expedited the administrative processes. Version management and audit trails were made available to monitor documental movements/edits on another level. Permission and access rights could be configured to ensure the entirety of the system much to the satisfaction of SRC's management. Integration to emails and collaboration of documents was made fully functional, eliminating the existence of duplicate document versions as well.

Outcome of Implementation

Through DocuWare, SRC Recruitment was introduced to an enhanced accessibility of their shared documents and add-on administrative functionalities that had not existed before. Their employees have given feedback, saying that information was now made available in a matter of seconds, and did not act as a bottleneck to their daily tasks anymore. Data consistency was also implemented, decreasing the occurrences of human errors and made day-to-day processes clear, simple and easy to execute.

The Benefits

- Centralized storage of documents accessible via both office fronts
- Enhanced productivity & placement speed
- Higher quality of service developed
- A complete revamp of their file structure & integrity

With the elimination of hard-copy filing & referencing, SRC found themselves in a semi-digitized environment. Additional office space, which many considered costly, was now being freed up to further transit the venue to a more conducive working environment. Documents required are all within an arm's length, given that everything is consolidated within DocuWare. Over time, additional work processes were founded given familiarity of the software. Employees were able to keep track of all the documents including expiry of employment contracts and applications. With the DocuWare search functionality, it allows them to search and retrieve of documents that is required for renewal of contracts based on specific period time frame.

Conclusion

The implementation of DocuWare has remolded the overall outlook of SRC Recruitment's administrative & business processes. Everything is now processed faster, clearer and with a higher consistency level. The subsequent increment in volume of documents posed no inconvenience due to the scalability & capabilities of DocuWare. The DMS software has established a documental foundation for the company, and will continue to grow with it amicably.



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