

Nazdar

ECM for Human Resources Management Improves Compliance, Streamlines HR Workflow and Cuts Costs

Company Facts

Overview

- ▶ Location: Shawnee, KS
- ▶ Industry: Manufacturing
- ▶ Specialty: Wide-format inkjet and narrow-web printing inks
- ▶ Number of employees: 500 worldwide
- ▶ Website: www.nazdar.com

Success Highlights

Challenges

- ▶ Inefficient, costly paper-based processes in human resources

Solution

- ▶ DocStar® Enterprise Content Management

Benefits

- ▶ Conversion of 40 years' worth of active files into electronic document management
- ▶ Flexible, cost effective solution provided custom solution for their specifications
- ▶ Ability to automatically separate HR documents for compliance
- ▶ Completely secure storage of HR documents with off-site access



From its humble beginnings in 1922 in the back of a small store in Chicago, Nazdar has grown into one of the major international manufacturers and distributors of screen, wide-format inkjet and narrow-web printing inks. Nazdar supplies ink worldwide through its extensive international distribution and manufacturing partners.

Headquartered in Shawnee, KS, Nazdar is a growing organization with more than 500 employees worldwide. Nazdar's accounting department has relied on the DocStar document management system since 2001 to streamline its accounts payable process by helping to capture and process all invoices and related documents. In 2013, Nazdar found that their paper-based HR processes were incurring unnecessary costs and becoming a burden to the HR staff.

"We really wanted to be paperless," recalls Cindy Upshaw, HR Manager at Nazdar. "With over 40 years' worth of active employee files, we needed a user-friendly document management system that could handle all of our complex legal and medical personnel information in one location."

Nazdar staff knew from their positive experience with document management in their accounting department that the same technology could be leveraged to develop a sophisticated, user-friendly system that would eliminate their costly and time-consuming paper processes.

Where to begin

Prior to DocStar, the Nazdar HR department was completely paper-driven, and had been for over 40 years. As the company expanded, so did the piles of paperwork. The company didn't want to start from scratch with new forms and looked for a solution that would not only import their legacy paper documentation, but also to capture and identify their current document types.

“The team at Select Imaging really took the time to understand our business needs and then customized the DocStar system to meet Nazdar’s requirements. Their support has been very responsive as well. Whether on-site or on the phone, I never have to wait long for an answer.”

—Cindy Upshaw, HR Manager | Nazdar

“We looked at a couple options and DocStar ECM was the most competitive cost-wise and the easiest to work with,” said Cindy. “They were more willing to focus on our comfort level and needs, and do exactly what we wanted, where others took a more ‘cookie-cutter’ approach.”

Making the switch seemed daunting at first, but with the help of Matt Neuerburg of Select Imaging, a DocStar ECM Business Partner, the process was relatively seamless. Back file conversion was the first step. “By utilizing DocStar ECM barcoding technology and DataLink, we were able to identify and label document types with a barcode to categorize them when scanned into the new system,” said Matt Neuerburg. “Using a high-speed scanner, we uploaded the legacy documents which were then automatically indexed based on their barcode. Based on Nazdar’s requirements, we automatically created segregated and secure personnel folders to store 40 years’ worth of data—that can now be searched and retrieved at any time.”

By mapping out both the HR and Personnel file types, and barcoding the

document types for each file, the system will automatically read the barcode when scanned and send the form into the correct folder. HR Documents such as employee files, medical files and I-9 documents are stored electronically in individual folders, helping to reduce the storage burden and comply with records-keeping regulations.

“The hardest part was taking out all those staples,” Cindy laughed. “The preparation was very involved, but in the long run it made it so much easier for us. It has been a huge time and money saver for us not having to look back at paper files, but to have everything right at our fingertips.”

Streamlined HR document processes

Once all the documents were captured and stored, Nazdar was able to use the new system to on-board new employees using the same look and feel as paper files.

Cindy can now secure documents automatically as well as monitor document completion, access and retrieval. “It is so easy for me to track and automate required documentation for our employee onboarding process,” she says. “Without the inconvenience and liability issues of having the

files offsite, I can quickly pull up key forms for employees and do an audit to see if everything has been completed, without having to spend time researching files, copying or emailing.”

Improved security and compliance

The DocStar ECM solution provides security features to comply with HIPAA and protect employee privacy. Personal information for every employee and applicant’s information is safely stored in an electronic repository for quick and easy access. Now every resume, cover letter, internal memo, employee review, sick leave request, insurance information and more is traceable and easily maintained.

The company uses folder structures to file employees’ documents and by using a standard template, authorized staff can search by employee name or ID number and find needed information quickly and securely, eliminating file-sharing or shipping of sensitive documents.

“With DocStar ECM, I can pull up anything the employee needs—say insurance or tax information and email it to them directly. This really helps me protect employee confidentiality and get them the information they need quickly. We also have situations where a previous employee needs information from their file. I can pull that up too, without the expense and liability of requesting a document offsite.”

Flexible data management

With a new system in place, the team at Nazdar has improved operational efficiency for both staff and management, and the system has the flexibility to add new functionality as needed. “We empower our clients by training them how to manage their own data,” said Matt. “By giving them the tools and training

they need up front, they understand how to operate the system to meet their needs and figure out new ways to expand and improve within their departments, and interdepartmentally.”

Moving forward, Nazdar is looking to implement additional workflow optimization to help with document routing and approvals. “We are looking forward to adding additional workflow options to take us to the next level,” said Cindy. “The DocStar solution has been a huge timesaver for us, it’s wonderful. So quick and easy to use.”

“Without the inconvenience and liability issues of having the files offsite, I can quickly pull up key forms for employees and do an audit to see if everything has been completed, without having to spend time researching files, copying or emailing.”

—Cindy Upshaw, HR Manager | Nazdar

About DocStar

Helping businesses translate vision into action for more than 20 years, DocStar offers the industry’s most flexible and innovative enterprise content management and process automation platform. Easy to implement and use—both in the cloud and on premises—DocStar proven technology and global process expertise empowers organizations to operate at peak performance, navigate change, and grow.

DocStar[®]

Contact us for more information on DocStar products and services

 +1.888.362.7827 x2735  info@docstar.com  www.docstar.com

The contents of this document are for informational purposes only and are subject to change without notice. DocStar, a division of Epicor Software Corporation, makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, May 2017. The usage of any DocStar products or services is subject to Epicor’s standard terms and conditions then in effect. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. DocStar and the DocStar logo are trademarks or registered trademarks of DocStar, a division of Epicor Software Corporation in the United States, and in certain other countries and/or the EU. Copyright © 2017 Epicor Software Corporation. All rights reserved.