

WorkPac Crosses The Geographical Boundaries Of Sharing Information With Complete Security

New software solution delivers a 50% productivity increase and a 40% reduction in administration functions

The WorkPac Group is a national labour hire and recruitment company with ten offices in Australia servicing the Queensland, Western Australia, Northern Territory and Hunter Valley areas. The company specialises in finding suitable employment for blue-collar workers in the trades, construction and mining industries.

Due to the nature of the recruitment business, WorkPac receives many resumes, certificates and official documents to assist in the placement of their clients. As part of this workflow, WorkPac was manually entering client information into a proprietary database and then storing the hardcopy document away with thousands of other documents in an ever-increasing mass of filing cabinets. Furthermore, access to this database was slow and access to hardcopy files near impossible, adding to WorkPac's woes.

"It was getting to the point where almost every square metre of the office was filled with filing cabinets. We decided to begin looking for an alternative when the company's document management issue began turning into a real estate issue: we simply had too much paper with not enough space to store it," said WorkPac Group's Information Systems Manager Damien Albiez.



Another key factor driving WorkPac's decision to seek a new solution was the new Australian Privacy Act. Documents containing an applicant's personal information have to be kept confidential – meaning WorkPac's client documents and files needed to be fully secure, with the ability to allocate different access permissions, depending on employee.

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Fuji Xerox Australia was able to deliver a fully integrated solution that encompassed information management software and networked multi-function devices for full document control, either hard or soft copy. The Xerox DocuShare and FlowPort software applications were compatible with WorkPac's own proprietary business application MAX, custom-designed software used to manage all client records and to meet the strict security requirements of the Australian Privacy Act.

Xerox's FlowPort software now allows WorkPac's hardcopy documents to become part of the digital workflow – simply by pressing the 'green button' on a Xerox Document Centre – a networked multifunction device capable of printing, copying, faxing and scanning.

"It was vital the new workflow was able to integrate with MAX, our in-house database," said Albiez. "FlowPort is completely customisable and the process of integrating with our own system is simple and completely automated: we scan the paper on our multi-function device and that's the last time it's touched by us."

To achieve this, Fuji Xerox worked with WorkPac to develop a custom FlowPort cover page – an instructional document that is included as the first page of any scanning to be done. The cover page contains an instructional dataglyph, a technology unique to Xerox, that the scanner on the Document Centre interprets and sends to the FlowPort server for processing. FlowPort follows the 'instructions' contained in the dataglyph (for example scan and store to MAX, scan and send as a PDF attachment to an email account or scan and send to DocuShare, the Fuji Xerox document management system).

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WorkPac Group
CASE STUDY

Software Solution helps recruitment company increase amount of available Real Estate and manage changes to Privacy Act



WorkPac Group

CASE STUDY

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DocuShare, which is secure and web-based, now acts as ‘the database of documents’ and is used as the repository for all of WorkPac’s scanned documents like resumes, references and qualifications, linking seamlessly to MAX. It allows staff to view the organisation’s client information and hardcopy scans simultaneously.

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Since implementing the Xerox DocuShare and FlowPort systems, productivity across the group has increased by about 50 per cent, due mainly to the ability to search for and retrieve copies of documents far more quickly. Additionally, because the new solution is not paper intensive there has been a 40 per cent reduction in administration functions, allowing the skills of staff members across the group to be re-allocated and utilised more effectively.

According to The WorkPac Group’s Managing Director Phil Smart, another important benefit has been WorkPac’s new ability to make documents accessible to each of the company’s ten offices.

“Because The WorkPac Group deals with clients in specialist trades throughout Australia, it is important that information is accessible to each of our offices instantaneously. Thanks to DocuShare and FlowPort there is no geographical barrier to sharing information anymore.”

The solution has also proven to be a cleaner and greener one, allowing all the company’s offices to save enormous amounts of paper that previously would have been stored in filing cabinets.

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