

Pearson Streamlines Management of Employee Files

"Using the Xerox® DocuShare solution at Pearson for our electronic employee records created a much faster and more reliable way to manage our records operations, while also increasing our safeguards against business disruptions."

Courtney S. Chatman

VP, Global HR Operations, Pearson



NEED

Pearson is the world's learning company, with expertise in educational courseware and assessment, and a range of teaching and learning services powered by technology.

With an international workforce, Pearson's Human Resources (HR) department stored hard copy employee records in file cabinets located in offices around the world. This made locating and managing needed files slow and cumbersome.

Another challenge was keeping employee information confidential. File cabinets and rooms needed to be locked to prevent unauthorized access to sensitive content.

Lastly, employee files must be archived and managed in compliance with legal guidelines and regulations. Doing so with paper files was not optimal.

SOLUTION

To meet their HR needs, Pearson chose Xerox® DocuShare® Private Cloud Service, a secure and private cloud-based content management solution. For many years, other departments at Pearson had been using the on premise DocuShare platform. Pearson knew the benefits of an electronic content management system.

With DocuShare Private Cloud, the solution is hosted in Xerox data centers and managed by Xerox cloud experts. This enabled Pearson's HR department to quickly get started converting their paper files to digital.

Xerox set up a scanning infrastructure of multifunction printers so workers in any office location could scan employee files to a central repository. Using scan cover sheets, scanned files are stored in the appropriate location in DocuShare Private Cloud. With files in digital format, they can be accessed from any location and at any time using a web browser or a mobile device.

BENEFITS

Thousands of hard copy employee files have been converted to digital. With the conversion, the content from the files is indexed. Now HR workers can search on-line for needed files using keywords such as employee ID or name to find content quickly.

DocuShare Private Cloud provides the centralized repository that Pearson required. Permissions are easily set on files and folders to keep records secure and readable to authorized users only.

Pearson Education realized a return on investment far exceeding their expectations. DocuShare Private Cloud reduces the costs associated with storing paper files, and improves the efficiency of the HR department by cutting time-consuming paper filing and searches for employee information.

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