



## OpenText Caters to Brakes' Taste for Speed and Simplicity

OpenText ECM Suite centralizes Brakes' Human Resources function

### Industry

Food Services

### Customer



### Business Challenges

- 7,000 employees generating documents in 50 locations
- Mountains of hardcopy files stored around the country
- Ease of access required to improve human resources processes

### Business Solution

- OpenText Archive Server
- OpenText ECM Suite

### Business Benefits

- Brakes can now authenticate user access to a centralised repository of documents
- Managers have the power to independently access documents themselves and bypass the old process of making formal requests to HR for paper files

Brakes is the UK's leading supplier to caterers, providing a vast range of fresh, frozen, ambient, and nonfood products all designed specifically for food service. The company equips caterers for all types of occasions within a number of sectors—including schools and workplace food preparation, event catering, and cuisine for the travel and leisure sector.

With 7,000 employees generating documents at 50 UK locations, Brakes recognized the need to implement a centralised content management solution, in order to better manage its growing store of customer and corporate information, and to eliminate the company's reliance on time- and resource-consuming hardcopy file systems.

Since implementing OpenText ECM Suite in conjunction with document scanning provider, Optical Record Systems (ORS), Brakes has benefited from having fast access to employee records and better management and control over internal documents, leading to dramatic savings in both man hours and related costs.

### Climbing the impossible mountain of hardcopy documents

As a large organization, Brakes needed an electronic content management solution that would help reduce the mountains of hardcopy files being stored internally. Brakes further needed to overhaul its archiving system and improve the ease of access to Human Resources documents.

Brakes' Human Resources department has the responsibility of managing employee records, application forms, tax records and employee IDs. With such a high volume of sensitive employee documents, Brakes recognized the need to move to electronic storage and management.

"Prior to implementing OpenText's solution, our files were taking up so much space that it actually created health and safety concerns as a potential fire hazard," says Wendy Dane, Human Resources Administrator at Brakes. "The cost and time required to record, warehouse, retrieve and re-file employee records, was a major burden for the company. We realized that in using electronic files, Brakes would have a more manageable, centralised document management system, and so we began evaluating solutions from key vendors."

Security was a significant factor for the company in determining their approach. "Because employee files contain important personal and legal information about our employees, it was vital that our Human Resources hub had the capability to authenticate user access and ensure strict version control and tracking, so that access to this type of information was tightly managed," adds Dane.





***“OpenText ECM Suite perfectly meets Brakes’ needs for a secure, efficient and easy-to-use centralised system. In conjunction with ORS, Brakes’ now operates with ISO 9001 accredited processes and can guarantee fast, secure and efficient HR services.”***

Wendy Dane,  
Human Resources Administrator, Brakes

### OpenText’s solutions improve information management

After conducting full evaluations and testing on OpenText’s Enterprise Content Management solutions, Brakes selected OpenText’s Archive Server and ECM Suite, in conjunction with ORS.

“Carrying out trials on OpenText’s solution helped assure us that the technology could cope with our high volume of data, which was a concern when evaluating alternative solutions,” says Dane. “During the trial we were able to road test the technology, see how well it would work in practise, and understand the specific benefits for Brakes in terms of improving our overall information management capability.”

Initially, Brakes had decided to scan all documents internally, but soon realized that this job was far too large for them to undertake and should be handled by a professional scanning organization. The company turned to OpenText’s partner Optical Record Systems (ORS), a provider of both large archive and business critical daily imaging solutions, to help with the process of converting all hard copies into electronic documents, which could be uploaded onto OpenText’s ECM system.

“We had a backlog of approximately 10,000 files which took two to three months to bring up to date,” explains Dane. “To keep the cost to a minimum, ORS helped us prepare our documents for scanning, providing us with header sheets containing the unique employee number in a barcode format, which they then used to merge with our HR records database to create the retrieval

index fields. We sent all of our prepared documents to ORS, who scanned each individually and provided us with electronic copies on CD, which we then uploaded to OpenText’s ECM system. We continue to follow this process and send our documents off to be scanned every two weeks.”

### OpenText ECM puts power in the right hands

“Since implementing OpenText Archive Server and OpenText ECM Suite in June 2005, Brakes’ human resources department has benefited significantly from having an enterprise content management system,” says Dane. “We can now authenticate user access to a centralised repository of documents, and managers have the power to independently access documents themselves while bypassing the old process of making formal requests to HR for paper files.” We have further benefited from being able to duplicate documents easily, and the overall time savings have been dramatic, as we no longer have to make formal requests for files from the warehouse that previously used to store all of Brakes documents. In the past this process could take days. And of course the files would then need to be returned and re-filed.”

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