

# formscan

## CM Europe makes 'virtual' document management a reality with Formscan

14 December 2008 - Formscan, a leading supplier of document solutions and services, has delivered an online electronic document management solution and outsourced mailroom service to CMEurope, the newly established European subsidiary of leading Australian HR outsourcing and recruitment firm Chandler MacLeod. The solution is based on a tailored combination of Formscan's document capture and online storage and retrieval technologies and was delivered within a matter of weeks. CM Europe staff as well as the parent company in Australia now use Formscan's secure online platform as a repository of all 'active' business documents as well as a secure archive, relieving them of the day-to-day frustrations of dealing with paperwork and providing a transparent audit trail of documentation for compliance purposes. This 'virtual' approach to document management has contributed to making CMEurope a paper-free business.

To provide a true 'end-to-end' document solution, all CMEurope's administrative mail is now sent straight to Formscan's secure mail processing centre via a direct address where it is scanned, indexed and uploaded overnight into the online technology platform. Other business correspondence that is sent to CMEurope directly is dealt with by staff, then sent to Formscan periodically to be digitized and added to the online archive. In line with best-practice document archiving procedures, Formscan operate a certified destruction policy agreed by CMEurope that ensures documents are not kept unnecessarily.

Kenneth Tombs, Managing Director, CMEurope explains, "Physical record-keeping is a thing of the past for any agile business that is truly committed to having the benefits of the modern, virtual office, which is how we work. In my experience, about 20-30% of my team's time would be spent on 'paper-chasing'. This is counterproductive for our business, in terms of wasted time and major mental distraction, especially for an intellectually-driven business like ours. We need all our time and energy for winning customers' business and delivering an effective, valuable service to our clients.

"Our secure, online solution from Formscan gives us quick, easy access to all important business documents. This enables home-working for senior management in Europe (including our finance director) and also facilitates dealings with our publicly-listed parent company in Australia. They can access the files they need, when they want – we are not hampered by the time difference and the staff in Europe do not have to spend time locating files for them. Aside from the operational benefits, the Formscan solution gives management and auditors a transparent view of all active and archived records which would be unworkable with a paper-based approach. This represents a significant contribution to good corporate governance."

Chris Haden, Managing Director, Formscan, comments, "CMEurope is one of the pioneering firms that have fully embraced the possibilities of the digital corporate world. It is surprising how much paper record-keeping usually takes place in most businesses – despite the fact that most of them realise that it is fraught with risk, from something as simple as not being able to locate an important document, to the business being hit by disaster and paper files destroyed. Management boards often do not address their

document management headaches because they think the costs will be prohibitive and the administration will be complex – but actually the benefits far outweigh the costs.

“As opinions start to change, we are seeing increasing demand for outsourced document scanning, archive and retrieval services that take the strain off businesses from an operational, legal and risk management perspective.”

### **About CMEurope**

CMEurope is the European subsidiary of Chandler MacLeod, one of Australasia's largest and most diverse HR outsourcing and recruitment companies dedicated to working with organisations to maximise business outcomes through people.

In October 2007 Chandler Macleod acquired the culture & leadership consultancy Mettle. The resulting subsidiary, CMEurope, is a uniquely flexible consultancy that adapts its teams to client organisations' needs, drawing on a global community of expertise supported by over 50 years of practical experience. Building on its unparalleled range of services, the company's growth is accelerating globally.

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