



Case Study: Document Management HR Solution for Manufacturing



Company: Robroy Industries

Country: USA

Industry: Manufacturing

Profile: Manufacturer of leading electrical and oilfield products; corrosion resistant conduits, electrical enclosures, and galvanized clamp products

Key drivers: HR audit compliance, admin and cost reduction

Robroy Industries Human Resources Department Implements innovative digital on-boarding solution

One of the benefits of working with a trusted partner is that they get to know the specifics of your business.

Document Logistix had earned the trust of Robroy having worked with the multi-site manufacturing company on document management accounting solutions.

Lauren Conley, Director of Human Resources at Robroy, said, "Document Logistix always makes time to understand our needs. They really are a partner. We value their capabilities and we worked closely to develop a tailored, innovative HR solution."

The challenge of meeting compliance, regulatory and legal requirements

As a leading equipment manufacturer, Robroy is accustomed in its core business, to intensive reporting to improve their processes and records with reliable reporting and audit trails on completed business processes.

It was therefore counter to the company's progressive culture that its HR processes were not meeting the same rigorous quality standards, with time-consuming on-boarding processes and HR documentation that sometimes failed external audits.

The problem lay in the sheer quantity and diversity of information to be captured when new employees join the company. The company's 'orientation packet' typically contains 60 pages of documents comprising diverse personal data, employment and tax forms, health and safety information, and lately, even an energy drink acknowledgement form relevant to plant equipment users.

As they hire approximately 100 people a year, Robroy took the ambitious decision to tackle the documentation issue from the ground up and digitize the on-boarding process, and asked Document Logistix to develop an electronic solution.

"Document Logistix always makes time to understand our needs. They really are a partner."

Lauren Conley, Director of Human Resources at Robroy

Document Logistix listens; it's all about you

Document Logistix builds solutions around customer requirements rather than a feature set.

The first and essential action is to listen in order to understand the customer's business and any underlying workflow process or technology requirements. Document Logistix then developed an e-forms solution that facilitates the capture, organization, security, storage, and retrieval requirements of HR employee documentation.

The new system was designed to automate Robroy's HR paperwork electronically for new employees accepting offers in Texas, Michigan and Pennsylvania. The automated process captures everything from driver's license, Social Security card, and check or deposit slip for documents, such as I-9 and direct deposit.

One of the innovative aspects of the on-boarding solution is the way in which all documents are captured digitally via PC, tablet or even smart phone. The input method speeds the information acquisition process and document checking, and reduces the errors that can lead to costly audit failures. Data input fields ensure applicants enter valid formats and much of the document checking and validation of paperwork is automated.

Handling regional variations and different document types

In the case of Robroy, Document Logistix had to factor in the capability to handle regional variations, such as: differences in state tax or employment law, and job role variations (i.e., production vs. professional associates. union and non-union, hourly vs. salaried employees).

The system also gives the ability for each document to have different levels of security, which allows documents such as I-9 employment eligibility forms and W2 wage and tax statements to be segregated and 'locked down' to meet HIPAA law records compliance.

Once captured and stored, permissions can be assigned to documents so that only the relevant staff have access at appropriate levels to sensitive information. Access levels cover a full range from full access to view-only.

The result is that statutory and company-specific documents are all organized, accessible on-demand and securely controlled, such as; employment applications, health care, training, or any other documents relating to the employee. Version control and updates are simple to manage. Document retrieval for staff review or audit is straightforward.

Multiple benefits and measurable ROI

The benefits of the new electronic HR on-boarding document management system can be measured in time, speed, accuracy, employee and staff satisfaction, and even in reduced paper and toner costs now that Robroy has eliminated the need to collate hundreds of pages of documents.

By electronically presenting orientation documents to new employees Robroy has reduced the time spent on basic admin, saved resources and reduced the physical actions required to prepare, print, sign, scan, index and file orientation documents at different locations and divisions within Robroy.

It is estimated the company is saving \$75,000 a year compared with its former On-boarding process.

In purely financial terms, it is estimated the company is saving \$75,000 a year compared with its former paper on-boarding process.

Robroy has also achieved its objective in capturing information rigorously to an audit worthy standard, and making document administration easier for new employees and HR staff.

Lauren Conley singled out as a highlight benefit the fact that the company scored 94% in its internal and external HR audits in 2014, which was its highest rating in 15 years.

In terms of productivity, the system gives HR staff a great boost. Typically knowledge workers lose a day a week searching for information which is either hard to find, missing or out of date. The team was won back the time that was previously lost in unwanted inefficiency.

Robroy can now track employee documents effectively throughout their time with the company.

Lauren Conley said, "Document Logistix and Robroy shared the goal to create a system that would be the best it could possibly be, and together we succeeded. The next planned stage in the HR system's development is to go truly paperless from the very start when processing online applicants, and to provide them with a comprehensive digital offer packet."



SkyForms© **Prev** **Next** **Drawing Tool** **Save** **DLX SF Admin**

DOCUMENT LOGISTIX
MAKING WORK FLOW

Authorization Agreement for Automatic Deposits

Please read this form carefully and fill it out completely:

1. You **must** have a bank account set up
2. You need to verify your account information, including your **Routing Number** and **Account Number**. You will need a voided check, direct deposit form, deposit slip or any other documentation from your bank

Type of Account (checking/savings)	Name of Bank	Routing Number	Account Number
Checking	Chase		

I hereby authorize Robroy Industries and the bank listed above to deposit my net pay as indicated above into my account each payday. If funds to which I am not entitled are deposited to my account, I authorize Robroy to direct the bank return said funds. I understand that my deposit may not be credited to my account until 5:00 p.m. on the pay date indicated.

Signature:  Date: 