

Case Study

WIPFLi, LLP

“TPG provides WIPFLi’s HR Team with a cost effective solution that provides efficient, secure access of our data across our 22 locations.”

Claudio Diaz
Chief Human Capital Officer
WIPFLi, LLP

WIPFLi^{LLP} CPAs and Consultants

About the Company

WIPFLi, LLP is a multi-discipline, regional, professional CPA and consultant firm. With more than 1,200 professionals in 22 offices they are one of the largest accounting firms in the United States. As a trusted business advisor to more than 30,000 clients in a variety of industries, they enjoy a solid reputation as experts in a variety of disciplines.

“To go beyond the ordinary” is the WIPFLi Way. This is true when dealing with both clients and associates. The WIPFLi Way is what drives positive change within the firm and led to a revamping of the way Human Capital manages their personnel files.

Business Need

WIPFLi’s Human Capital team is spread between various offices and services a total of 22 locations. While personnel files are centralized in their Wausau, Wisconsin location, there was a constant struggle with providing secure access to these files throughout all of the offices. In addition, the manual process of filing and maintaining both active and terminated files took a tremendous amount of time. Human Capital managers began a process of determining record type and destruction dates, but needed a tool for maintaining these files for the long term. All documents were paper based, some stored in locked file cabinets and others stored in secure offsite storage facilities.

Managers within Human Capital sought a solution that would provide a secure, electronic repository that allowed restricted access to the files. In addition, they needed to track document destruction based on criteria such as document type, employment status and retention schedules. They also required assistance in converting their employee files into a digital format. But before beginning the process they also realized that they needed the assistance of document management professionals to insure that their approach to this task was correct.

Industry:

- Accounting and Professional Services

Application:

- Human Capital Files

The Problem:

- Secured Access of Human Capital Files
- Access Throughout 22 Locations
- Creation of Document Destruction Rules

The Solution:

- TPG Consulting Services
- FileBound SaaS ECM Solution
- Conversion Services
- Fujitsu Scanners
- TPG Custom Programming

The Benefits:

- Elimination of Paper Documents
- Backfile Scanning
- Cost Savings



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Solution

WIPFLi approached The Priton Group to assist with a Discovery Process to address the conversion of their personnel files. Their intention was to eventually move the files into the Enterprise Content Management solution that the firm was prototyping at another of their locations. After reviewing their options, it was agreed that the use of FileBound's on-demand SaaS solution better fit the needs of the department. The discovery further defined document types and destruction dates, developed a strategy for the file format and indexing of the folders, identified the necessary steps in preparing the files for scanning, and designed a feature rich security protocol for insuring the files and document types would only be viewed by approved associates and partners. As a final step the discovery researched various conversion service bureaus for scanning and indexing the files.

For the conversion it was decided to use a local Wisconsin service bureau to scan and index the folders and to import them into the FileBound SaaS solution. Barcode separation sheets and database lookups insured accurate indexing of the files. TPG monitored the conversion process insuring that the information was converted properly and uploaded to FileBound.

The day forward scanning of documents is now handled in multiple offices using Fujitsu fi-6140 scanners and FileBound Auto Scan software. The structure created within FileBound requires users to select from pre-defined lists of values. This eliminates the chance of incorrectly indexing a document. The FileBound solution provides the access security levels required by the WIPFLi Human Capital management team. As an example, folder accessibility is limited to direct reports. Human Capital associates have the ability to view other associates files except for their peers within the department. Associates can also view their own folders although certain document types may be blocked from view. In addition to the security levels enacted on the folders, the system tracks all activity by all users, allowing management to monitor the system usage and meet compliance requirements. Finally, TPG worked with WIPFLi to further leverage FileBound's security features to restrict file and image distribution.

Even users that were allowed to retrieve, view and annotate documents were restricted from printing, faxing or e-mailing the files and images; assuring continued compliance with HIPAA and other confidentiality mandates.

Benefits

The FileBound On-Demand SaaS solution has allowed WIPFLi to image enable their personnel files with minimal impact on the IT department. Because the images and database are stored at Marex Group's Tier One Data Center in Chicago, WIPFLi associates need only internet access and a browser to retrieve their documents. Security of the documents is also improved as they do not reside on local servers and potentially seen through network directories. Remote locations can now access information anytime without the need to notify the Wausau office.

About The Priton Group

The Priton Group is focused on providing affordable, yet powerful enterprise content management solutions. We strive to make companies more efficient and competitive through the use of technology.

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