

Case Study:

# The Personnel Office of Graubünden digitises its personnel files

By introducing a new electronic HR information system, the Personnel Office of Graubünden has digitised and centralised its dossier management for around 3,000 personnel in 39 offices. Converting the previously paper-based files into a digital format was a major challenge.



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## Former personnel files converted to a usable electronic format

In 2013, the Graubünden Cantonal Administration installed a new electronic HR information system. Personnel files had previously been entirely paper-based. These files are created for every employee of the Cantonal Administration and contain information that is relevant to administration and employment law, such as employment and apprenticeship contracts or training agreements. The new system raised the question of how to handle the approximately 3,700 personnel files in paper form.

Of more than 3,700 personnel files, a set of predefined files had to be retrieved, systematically scanned and then indexed to make them available to personnel. The Arcplace specialists with expertise in information management were tasked with this process.

## The Personnel Office of Graubünden – a central competency and service center

The Personnel Office of the Canton of Graubünden manages HR for all service locations of the Cantonal Administration as an interdepartmental office. It is based within the Department for Finance and Communities and employs around 25 people. Focus areas include recruitment and deployment, salary management and management of HR systems, HR development and the field of HR law.

**“We are very satisfied with the result. The specialists from Arcplace got the project on track professionally and brought it to a conclusion quickly and with a great deal of precision.”**

Magnus Oeschger, LLB - Head of HR Law, Personnel Office of Graubünden

Project manager Magnus Oeschger: “We had an ultra-modern system with electronic HR files, but it was completely empty. It was a real challenge to work out how to get the existing paper-based information into the system. Although our new IT solution provides us with a scanning infrastructure for inputting new documents, it was not designed to scan thousands of pages.” Magnus Oeschger contacted the Zurich based experts and outlined the task ahead.

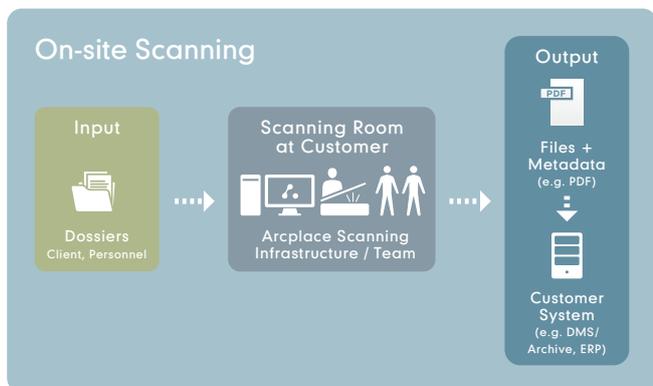
## On-site scanning – ideal for confidential information

Arcplace immediately responded with two potential solutions: electronic document input on-site using a mobile, high-performance scanning infrastructure, or scanning at its own scanning center.

Given the confidentiality of HR documents, Magnus Oeschger knew that on-site scanning was the only viable solution. He confirms: “We provided the scanning team with a secure office right next to our paper archive, where they set up a temporary scanning infrastructure. Arcplace also gave us very good advice with regard to the documents to be scanned and the metadata required to ensure that the digital information could be stored systematically and quickly in the system via a mass import.”

Manually retrieving the documents predefined by the Personnel Office required accuracy and initiative on the part of the scanning team. The project manager reports: "In the depths of our paper archive we found old documents with completely different structures, as well as duplicates and incomplete dossiers. The Arcplace team identified and conscientiously documented any anomalies and continuously reported back to us, which meant that we were able to resolve these matters whilst the project was on-going."

The Arcplace on-site scanning service covered the entire process, from retrieving the documents that had been predefined by the Personnel Office, to scanning with quality control to the handover of the PDF files, as well as reporting. To ensure the best possible scan results, each individual page was reviewed on-screen and then corrected as necessary.



Solution Overview

### An efficient process and better service

Thanks to Arcplace scan service, the Personnel Office of the Canton of Graubünden was able to digitise around 3,700 old paper-based personnel files in an extremely short amount of time, thus making them available for use

in the new electronic HR information system. HR information can now be retrieved very quickly using the personnel number, first name, surname, employment status, document type and other criteria. By digitising these files, the office is now able to respond quickly and improves the quality of its operation as a central competency and service center.

Magnus Oeschger points out another major advantage of the scanning project: "It also gave us the chance for a deep clean and to tidy up of our old data. Selectively scanning specific documents means that we now have standardised electronic files. We could not have managed such a comprehensive clean-up operation alongside our day-to-day business operations using our own resources. We are very satisfied with the results as well as the professional handling of this project by Arcplace."

### Arcplace AG

Swiss company Arcplace AG is a specialized IT service provider in the information management and archiving industry. Arcplace's portfolio includes solutions for the scanning, management and archiving of documents as well as the protection and archiving of data. By combining the latest technologies with innovative service models like Managed Services, Cloud Services or Business Process Outsourcing, Arcplace can provide optimal solutions for companies of any size.

Since its founding in 2006, Arcplace has implemented solutions for more than 700 customers across a wide range of sectors. Arcplace is a privately owned and independent company with a professional team of specialists, which boasts a wealth of experience in the development, implementation and operation of IT solutions. Arcplace offers its services via datacenters located in Switzerland and is certified to the ISO 27001 standard for information security.

### At a glance

**Digitisation of around 3,700 paper-based personnel files for transfer into the new electronic HR information system.**

**The Arcplace service was comprised of the following:**

- + Project management and consulting
- + Providing a scanning infrastructure and scanning team
- + Manually retrieving and preparing predefined

- documents (most recent employment contract, most recent addition to employment contract, training agreements, provisions allowing an employee to take on a second job, apprenticeship contract)
- + Scanning the documents
- + Indexing and validation
- + Scan operators manually optimising images
- + Multi-level quality control (legibility, verifying output files and index values, written result logs)
- + Handing over PDF files
- + Reporting