

## DHL

### CUSTOMER SITUATION

DHL, the global market leader of the international express and logistics industry, needed an electronic system that would:

- Provide its HR department with desktop access to applications, performance reviews, driver records, and other U.S. employee files.
- Work with its PeopleSoft system to utilize that program's business rules governing access-level security. This way, DHL could maintain control over which individuals would have clearance for all files, and which could view only driver records, for example.

As the provider of its new system, DHL chose the only scanning and software services company able to deliver the necessary functionality: ICM.

### SOLUTION

ICM began by scanning all DHL personnel folders and saving them to PDF. The team used bar code technology to match scanned files to names and ID numbers. This helped create an index and ensured the quality and accuracy of the electronic files.

Meanwhile, ICM created a secure, web-based repository for the files, and an interface with DHL's PeopleSoft system. Now, according to the rules of security established by DHL, Human Resources can easily find and view appropriate employee documents through a web browser.

Drawing on its eighteen years of experience with scanning and technology, ICM was able to deliver the initial repository of over 65,000 files—up and running—in three months. ICM continues to host the repository as an ASP site, and to scan, upload, and index new employee files. This includes weekly scanning of new hires as well as large blocks of files imported from acquisitions such as Airborne Express and Danzas.

### BENEFITS

ICM's web-based electronic repository saves DHL employees a great deal of time by allowing fast, easy, and accurate access to files. Employees no longer physically find and refile paper files, and the files cannot be lost or misplaced. By eliminating the bulky files, DHL also reduces its storage and related overhead costs. ICM manages the database and web access to it, leaving DHL free to concentrate on its core business: express package delivery.

The success of the DHL personnel file repository is demonstrated by its ongoing relationship with ICM. Beginning in 2001, ICM scanned, and now hosts, over 316,000 DHL personnel files.