

DocuStorHR

A BETTER WAY TO KEEP HR RECORDS



THE LAW DEMANDS . . .



The law requires HR to retain evidence of everything that happens to a person throughout his or her period of employment. Just a few examples:

- If they're of foreign origin to prove they have the right to work here
- If they are likely to be handling hazardous materials to prove they've had the right training
- If their employment is terminated to prove that the correct procedures had been observed

Failure to produce any documentary evidence if required, can lead to massive fines and damaging publicity for the employer - so you keep everything, which takes up valuable office space and a lot of person-hours to find anything.

We at Merlin have created a simple solution, DocuStorHR, which allows paperwork to be captured electronically with better labour efficiency than paper files and makes documents quicker and easier to retrieve.

It has been produced after extensive study of the way HR departments actually work to determine optimum storage and presentation of documents.

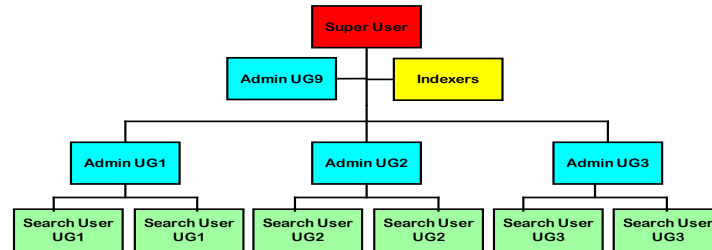
THE CLOUD



Your documents and all the processing programs are held on remote secure servers (UK based) which avoid calls on scarce IT resources and are not prone to the vagaries of Windows upgrades. If, however, you prefer to do things in-house, we can install it on a low-maintenance Linux server on your existing network. No Linux expertise? No worries – we'll guide you through what you need to know.

THE BASICS

HR records are among the most sensitive in any organisation and it is essential to ensure that only those authorised are able to access them. Furthermore, some are more sensitive than others and it is necessary to distinguish between those available to all HR personnel and those restricted to selected senior managers. Then there is the question of who can just retrieve records, who can add them and who can amend them – and who can appoint whom to do what. All these considerations are what the structure of DocuStorHR seeks to answer.



SUPER USER (Red box). This is a class of one – the person that enables all others, and assigns them to User Groups. He or she is the only user with the ability to create and modify User Groups and Document Types.

ADMINISTRATORS (Blue boxes): They can access and amend documents assigned to their user groups. A special case appears to the side, above the regular administrators – a sort of super administrator: this person is assigned to User Group 9 which allows access to all documents.

INDEXERS (Yellow box): The main task of getting documents into the system falls to this function. Someone logged in as one is not restricted to any User Group, and can assign documents freely, but is unable to view existing data.

SEARCH USERS (Green Boxes): Most of the people, most of the time will only want to find documents, and they are restricted to accessing documents assigned to their user group (or groups as a user can have access to documents assigned to up to three other groups).

There are some expressions used that will be familiar, but a few words would be helpful to define them in the context of DocuStorHR:

USER GROUPS (UG): This defines which documents are available to whom. There are two reserved values – 0 to documents that are available to all who are authorised to use the system and 9 which, when assigned to a user or administrator, allows them access to all documents, and when assigned to a document can only be seen by such user. As well as the principle value, a user can be given access to a further two UGs plus, by default, UG=0.

EMPLOYEE RECORDS: These are the “containers”, “folders” or call them what you will, that hold the documents for a particular employee, and can be retrieved by a number of different search criteria. Each has assigned a UG value which determines, by default, the permission level for any document added, and thus who can see it.

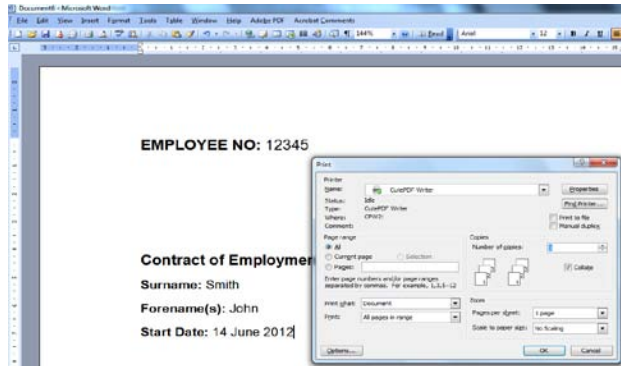
DOCUMENTS: These are PDF images of either paper or electronic originals relating to individual employees which may be retrieved for viewing, navigating, printing or emailing from a browser screen.

DOCUMENT TYPES: This is a convenient way of displaying documents of a similar nature together within an employee record, for example Application Form, ID documents, Disciplinary etc. Each type also has assigned to it a default UG value, which, however, is overridden by the employee default if different.

HOW IT WORKS

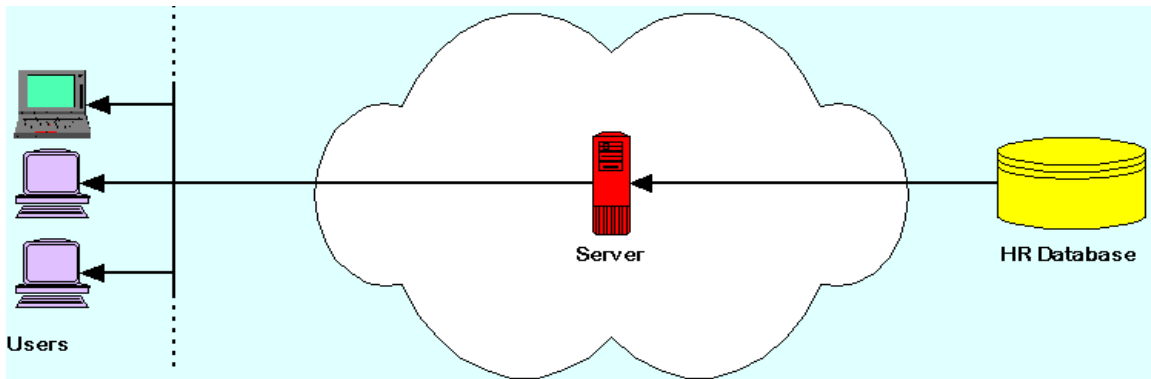
The *raison d'être* for DocuStorHR, or any system like it, must be to make it easy to get documents into the system and easy to find them when they are needed.

Scan or capture electronically



There is a simple interface to capture scanned paper documents, but if they start off electronically, e.g. emails, it makes no sense to print them out and then scan them back to electronic format. DocuStor has a clever “print” tool – DocuStor Capture - to put them into the right format and location, as well as automatically allocating a system-generated filename that is guaranteed not to be duplicated.

Synchronise with IT system



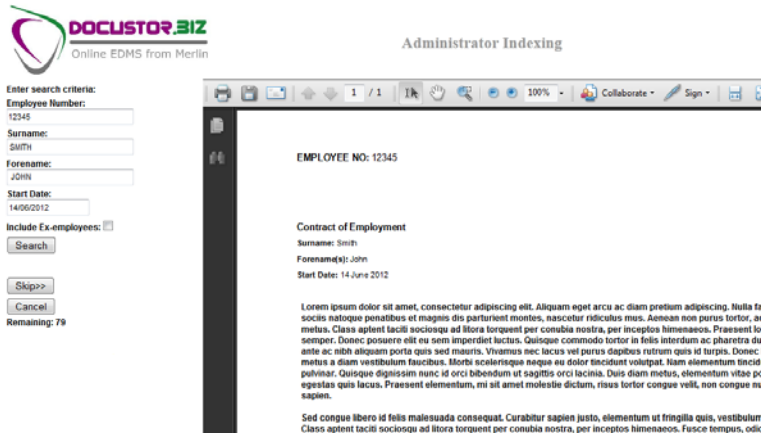
The last thing that you want is to have your computer master records saying one thing and your document labels another, for instance if a woman gets married and changes her surname, you want both systems to reflect this, but you don't want to have double the work maintaining both systems.

DocuStorHR has an elegant answer to this – your IT master records are king! All your system has to do is to generate a daily data file for all employee records and fire it at DocuStorHR, which does the rest for you:

On master records but not on DocuStor	Create record in DocuStor
On DocuStor but not on master records	Mark as leaver
On both – data same	No action
On both – different data	Change DocuStor data

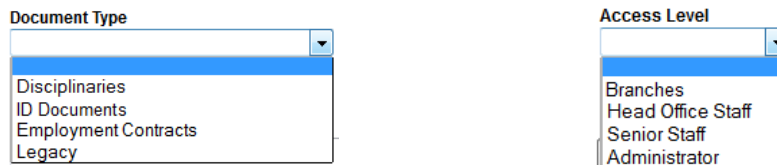


Choice of index fields



Each employee has an folder, just like the paper files, but unlike hard copy which can be sorted in one order only for retrieval, DocuStor allows you to search on one or more of up to four fields, e.g. as in the above illustration, employee number, surname, forename, start date. You can choose different fields – all included in the original setup cost – for instance, you may wish to combine surname and forename into a single field and have one for department. We will give you whatever help you may need with options available to you.

Set up document types



You set up your own categories by which documents are grouped and these – these can be added and amended by the Super User, and a default user group applied

Add keywords . . . if you wish

Date (dd/mm/yy)
10/07/12

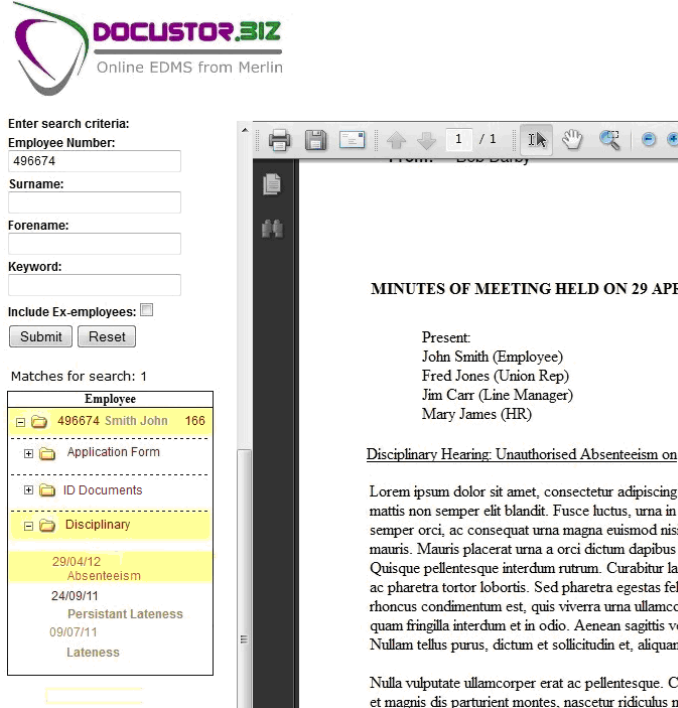
Keywords

When a document is assigned to a type, you have the opportunity of entering keywords that can help locate an individual document. A date field is also provided which defaults to current date, but which can be replaced by a specific date. These are not mandatory so you can choose whether to streamline the capture process by not entering data in these, or enhance the search facility by entering significant words or phrases that will allow swift identification of that document.

SEEK AND YE SHALL FIND

This is what it is all about – quickly finding documents when you need them, and without the need for a PhD in information science. Do a search for an employee on any of the fields set up as described above, choose whether or not you want to extend the search to former employees, and get a list of all hits matching the criteria you've entered. A specific reference such as ID number will get you straight to the employee you want, whereas a search on, say, surname = Smith, could provide you with a lot of

alternatives to choose from. By expanding the chosen employee, the documents are listed, sorted by type and reverse date. Click on the one you want to have it displayed in the right window:



The screenshot shows the DocuStor 3iZ interface. On the left, there is a search form with fields for Employee Number (496674), Surname, Forename, and Keyword. Below the form are checkboxes for 'Include Ex-employees' and 'Submit'/'Reset' buttons. A 'Matches for search: 1' section shows a list of documents for employee 496674 Smith John. The selected document is '29/04/12 Absenteeism'. The right pane displays the document content, which includes a title 'MINUTES OF MEETING HELD ON 29 APR', a list of attendees (John Smith, Fred Jones, Jim Carr, Mary James), and a section titled 'Disciplinary Hearing: Unauthorised Absenteeism on' followed by placeholder text.

From here you can:

- Navigate through the document, a page at a time, or from thumbnails
- Zoom in or out to/from details
- Create a copy to your local machine to perhaps add some notes and save as a new document
- Print to hard copy
- Email to a remote recipient

One thing you CANNOT do is to delete a record – not even an Administrator with full access can do that. This is a secure repository for vital documents that could easily be lost from a hard-copy system.

There is an optional facility for PURGING records – this requires a retention period to be applied to each document type when set up. A purge instruction, activated by an Administrator, permanently deletes all records and associated document files where current date exceeds the creation date by a time greater than the retention period.

The documents can be searched from DocuStor's user-friendly browser interface, or direct from your HR master records system by a simple integration tool – DocuStor Fetch.