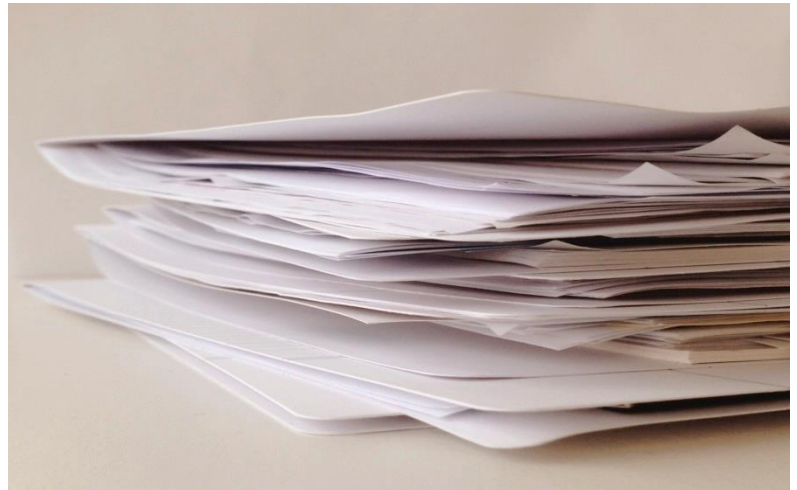# PricewaterhouseCoopers
Paperless Business Processes

The Problem with Paper
- Business risks associated with manual document control
- Inefficient paper shuffling between executive's offices
- Audit process delays

Outcomes
- Document Management & Security significantly enhanced
- Centralised content and streamlined email filing, with emails stored with their attachments
- Minimised likelihood of human error
- 42.5% reduction in paper files

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"WorkSite has enabled us to embark on a paperless approach to the work we perform in Tax."
– PwC

Overview

PricewaterhouseCoopers is one of the world's leading professional services firms, helping organisations and government assess and strategically improve their performance. Along with a strong desire to move towards a paperless office for both environmental and economic reasons, PwC New Zealand were driven by the need to enhance and automate business processes. It makes sense that PwC would look to streamline their own processes, engaging OIA to plan and deploy HP WorkSite.

Previously PwC relied on its users to manually capture critical information and records, this left PwC open to risks associated with human error as well as losing productivity with users having to take time to capture and file records. The adoption of a document management system was considered vital; PwC needed a solution that met their requirements from a user standpoint and through the implementation phase.

Mitigating Risk

WorkSite vastly improved risk management by introducing the four eyes principle to audit trail review processes. Restructuring this process and locking it down securely using WorkSite's inherent secure history ensures there's no manipulation of completion dates for PwC's processes when handling documents encouraging users to handle incoming material to be reviewed in a timely manner, boosting productivity. Reviewer's behaviour improved accordingly.

PwC experienced difficulties with a lack of access to emails sent by staff who had left or were unable to expeditiously produce emails in a compliant format at the request of others, impeding processes and ultimately business. The storage of emails in WorkSite can be automated and improves the integrity of files, for PwC allowing increased efficiency of risk management reviews confirming verbal information exchanged and keeping a real time record of electronic exchanges internally and externally to clients.

"We have found OIA a good firm to deal with. The depth of knowledge and experience has been invaluable in guiding the WorkSite implementation process."
– PwC

Delivering Outcomes

The implementation of HP WorkSite has enabled PwC to dramatically improve productivity and has greatly impacted the use of paper filing. A staggered adoption of paperless processes has aided the decline in paper files created and stored within offsite file centres. With previous paper file numbers at 12,342 files, a short time after implementation this number has decreased by a substantial 42.5% to 7,100 files being created and retained. Paper file generation has also significantly declined, creating an unexpected benefit of this implementation.

"User feedback was really positive and on the whole, users have confirmed WorkSite makes their working life easier."

OIA worked tightly alongside PwC to develop a custom built solution utilising WorkSite. With their team of highly experienced and skilled consultants, OIA delivered an implementation that not only met expectations but exceeded them. PwC Tax Manager, Jaime Macleod accounted "The implementation across Tax was fast and on time. Roll out commenced February 2011 with user testing and was completed by May 2011. User feedback was really positive and on the whole, users have confirmed WorkSite makes their working life easier." Fluid user uptake, thanks to excellent software and timely User Acceptance Training, has also helped the success of the PwC implementation.