Canon
CANON BUSINESS PROCESS SERVICES, INC.

RECORDS & INFORMATION MANAGEMENT
- -
INFORMATION GOVERNANCE
- -
DOCUMENT REMEDIATION SERVICES
- -
CASE STUDY

/700k

Documents remediated by project completion

Back on Track

Transportation Leader Taps Canon's Document Remediation Services to Streamline Access to Vital Engineering Data

A major passenger rail service provider decided to streamline access to important engineering information stored in its relational database. This included documents such as drawings, blueprints, product sheets and schematics of passenger car parts. The company has always been committed to providing the highest levels of passenger comfort, safety and speed. Efficiently maintaining its fleet and building new train cars is an important element of meeting this commitment. Providing engineers fast access to parts schematics and other data helps make this possible.

THE CHALLENGE

The company needed a partner that could help significantly reduce the time it took to search and retrieve documents located in different repositories, content management systems and shared drives. The goal was to change the existing practice in which engineers filed information according to personal criteria rather than complying with an agreed-upon system. A key part of initiating a new approach would be to repair (or "remediate") thousands of documents by ensuring they contained two metadata elements that would greatly improve searches: the drawing title and the drawing number (also known as the part number).

With Canon Business Process Services' years of experience in information governance, including document management, imaging and remediation services, the company believed that Canon had the right technology, people and programming skills to get the job done on time and on budget. Together, Canon and its client created a project plan that started with an

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analysis of the transportation company's current system.

THE SOLUTION

Canon began implementing its solution with an assessment of workflows and practices. Information management experts spent time analyzing processes at select client sites that included the drawing and engineering departments as well as the production shop floor. Based on its assessment, the Canon team created a report estimating how many documents were missing titles and drawing numbers.

The team then created a detailed strategy for taking the current system to a desired future state—where engineers could much more easily and quickly access the data they needed. The plan specified that implementing programmatic (i.e. software) data manipulation would not be sufficient; human document review would be required as well. The latter involves people examin-

ing documents and drawings that required metadata to be updated or entered if missing, and to review old drawings and images that OCR (optical character recognition) software could not read. An initial test of repairing 100,000 documents confirmed that both approaches were necessary and that the project could meet the goals set by the client and Canon teams.

Canon moved ahead with a full-scale program, accessing documents digitally, repairing them and uploading them back into the client's system. This workflow comprised programmatic work done in Canon's U.S.-based business processing center. Human review, which utilized Canon's proprietary, cloud-based document review platform, CaseData®, was completed at the company's offshore business processing center. CaseData enables information management teams to collaboratively process, search, review, and produce documents for purposes including remediation, legal discovery and more. Benefits of using Canon's offshore facility include the capacity to review hundreds of documents daily, lower costs and greater efficiency due to the ability to leverage work across a different time zone.

By project completion, over 700,000 documents were remediated. The company's Engineering Design Department central repository is up-to-date and back on track. This significantly enhances operational efficiency and furthers the company's goal of providing its customers with the highest quality service available.

THE RESULT

+ A document repository that now serves as a central system of record for all engineering documents.

+ A much-improved user experience. Engineers now searching for documents and drawings can quickly receive an accurate, concise list of potential hits. Previously, this process required multiple searches across various repositories, often returning lists containing hundreds of potential hits.

+ Faster data access. Before remediation, retrieving drawings and other documents that facilitate repair work on passenger cars could take several hours. After remediation, this can process is often completed in minutes.

+ Enhanced customer service. Because important engineering information can now be accessed efficiently, the overall turnaround time for performing maintenance tasks has been reduced. As a result, train cars are back on track and servicing customers much more quickly.

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Advancing Business Performance to a Higher Level

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.

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