

# Monmouthshire County Council

Previously, payroll processes at Monmouthshire County Council were manual and paper-based. Now, e-forms are submitted electronically and imported straight into Perceptive Content from Lexmark. Anyone in the office authorised to view the form can access, review and file the form electronically. Lexmark solutions are also creating process improvements in HR.

## Challenge

### Searching for a space-saving solution

When David Binning, payroll manager at the Council, was informed the office would be moving to a new space that was 50% smaller, he knew he had to find a way to reduce the paper storage.

"We were told we'd be moving and that we needed to get something in place quickly, so we looked for a document imaging system," Binning says. "We had spoken to Lexmark previously and we liked the [Perceptive Content] software, and after careful consideration we choose Perceptive Content over the other providers we looked at."

There were two key features of Perceptive Content that stood out to Binning as a successful document management solution. "The two things that sold us were one—the simplicity of the software, and two—the seamless integration with ResourceLink Aurora," Binning says. The Council currently uses NorthgateArinso's ResourceLink Aurora to handle human resources and payroll processes for employees, and the Council needed a document management solution that would work seamlessly with the existing software.

## Solution

Because of the short time frame between selecting Perceptive Content and the moving date for the Council, the staff was counting on a quick and painless implementation. They needed to replicate electronically their current manual paper process in a timely manner.

"We went on the four-day Perceptive Content training course and came back confident. Lexmark set up the system, but the actual workflow process we did ourselves," Binning says. "It was no more than a week's work to set up the electronic replication of the manual payroll process that has taken us years to get right."

## Meet Monmouthshire County Council

The Monmouthshire County Council serves approximately 87,900 people residing in Monmouthshire County in southeast Wales. With 4,500 employees on staff, the Council has a plethora of human resources paperwork to manage - which includes 25 filing cabinets full of employee documents in payroll alone.

- ▶ **Population served:** 87,900
- ▶ **Location:** Wales
- ▶ **Employees:** 4,500

**Products in use:** Perceptive Content, Perceptive Retention Policy Manager, Perceptive eForms

**Integration:** NorthgateArinso ResourceLink Aurora

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**David Binning**

Payroll Manager, Monmouthshire  
County Council

## Results

### Driving payroll efficiency with e-forms & electronic workflow

Previously, payroll processes were paperbased at the Council. Employee forms were submitted and then went into a tray to be manually entered into ResourceLink Aurora. Then, the documents were checked by another staff member and filed into the cabinets. "It was a very manual-driven and resource hungry system," Binning says.

Now, the employee e-forms are submitted electronically and imported straight into Perceptive Content. Anyone in the office authorised to view the form can access, review and file the form electronically.

"The filing component, which was quite heavy previously, has reduced dramatically and there are a massive time savings with filing it electronically," Binning says.

The payroll department uses Perceptive Workflow to efficiently manage the paperwork process, placing documents in queues for staff to access electronically. "Staff can 'pick up' a form, whether they are in the office, working in a hotel room or at home. Previously, if the staff needed to work from home, they'd have to come into the office to get paperwork so they could work through the day. Now they can access the paperwork electronically. It has really helped with our work/life balance," Binning says.

### Improving content access with seamless integration

Due to its patented technology, Perceptive Content can seamlessly integrate with any existing business application. The Council was able to set up a LearnMode to integrate with NorthgateArinso's ResourceLink Aurora so incoming payroll documents are easily linked to employee records. This has helped the Council improve service to employees.

"When we have employees on the phone with queries, previously we'd have to go and find their files among 25 filing cabinets. Some files have 200 to 300 pieces of paper in them, and it can sometimes take a while to find the right document," Binning says. "Now it is just one click and the employee's file pops up on screen."

### Ensuring confidentiality with improved data security

The payroll staff is finding Perceptive Content provides better security for protecting important documents and private information. As the administrator, Binning can set permissions on certain document types so only specific individuals can view them. "Previously we would have a copy in payroll, HR would have a copy and the employee's manager had a copy, so there were three copies of a document floating around. Now we've set it up so we only need one electronic copy," he says. "The security we've set up within the system is a big benefit and very important." And because everything is filed and stored

electronically, there is no risk of losing information if there is a disaster. "As the administrator for payroll, I'm the only one who can delete the paperwork, so there is no risk of paperwork getting lost or destroyed," Binning says.

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