HLB Tautges Redpath Accounts for Records and Documents

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In order to manage information as an asset and provide excellent client service, HLB Tautges Redpath, Ltd. (HLB TR), a CPA and consulting firm in St. Paul/Minneapolis, Minnesota, sought to replace its outdated records management software and improve its document handling processes. As part of the process, HLB TR embarked on a general review of its business plan. Like other accounting firms, it wanted to improve hardware and software, review internal processes, allocate more resources for training, and attract qualified staff.

"Any organization should be applying the principals of records management no matter what the industry. Good records management starts at document creation and is particularly important during active use. Since documents can't be separated from the business process, it is vital to manage them from start to finish," said Lynette Downing, Certified Records Manager at HLB TR.

Review Of Records, Document Management Needs

HLB TR's original system of managing documents relied on a homegrown database used for tracking documents and applying retention schedules. The solution met HLB TR's needs for quite a few years, but eventually the company started to outgrow it. Consequently, HLB TR initiated a firm-wide process review to examine its records and document management needs.

"We wanted an end-to-end solution that managed the whole document life cycle and took into consideration both document and records management," said Lynette Downing, Certified Records Manager. Included in the process review was a look at "paperless audit" applications. However, they didn't offer an enterprise-wide approach to information management. Implementing a new document management, records management and imaging system was part of a strategic move to build on technology infrastructure improvements made over the past few years and position the firm for future efficiency gains.

Hummingbird Partners With ADV To Deliver Solution

After considering a number of alternatives, the firm chose a solution from ADV Document Systems, Inc. that used Hummingbird's document and record management solutions as the core of its system. ADV, a Hummingbird premier partner headquartered in Minneapolis, Minnesota, helped HLB TR select, and configure the total solution. ADV provides pre and post sale support and services including: ROI studies, project methodology reports and developing organizational standards for capture and storage.

Industry:
Accounting and Consulting

Organization:
HLB Tautges Redpath, Ltd.

The Challenge:
- Aging records management software needed to be replaced
- Paper records and electronic documents were managed in separate systems, costing time and money by inefficiently tracking record life cycles
- Too much time wasted finding paper files and routing them to staff
- The firm wanted industry-leading tools to recruit the best and brightest talent to maintain the high standards of service clients expect

Hummingbird Solution:
Records Management, Document Management, Imaging

Key Benefits:
- Enterprise-wide solution — one, company-wide, database of information that allows efficient searching and complete life cycle management of documents and records
- Improved client service and reduced number of client callbacks
- Marketing tool to attract new clients as well as employees
- Secure systems with a full backup of records in the event of a disaster
- Better records = better decision making

Hummingbird™

Where the future of e-Business takes flight

The solution includes: PowerDOCS,® a three-tier desktop document management solution, Hummingbird RM™ for records management and Hummingbird Imaging,™ for providing electronic capture, access, control and sharing capabilities to paper documents. "We selected Hummingbird because they were able to meet both requirements. We cost justified it on the fact that the PowerDOCS front-end was going to greatly improve document retrieval to support our services while the Hummingbird RM back-end follows right with our strategic plan," said Downing. The Hummingbird solution uses one database to track electronic and paper documents from creation through destruction, maintaining the complete document history from start to finish.

One Database For All Information Needs

"Everybody uses it from the receptionist on up to the president," said Downing. "What users really like is having all information, regardless of media, at their fingertips. We search for a client and bring up not only the electronic documents for that client but also what paper records exist and where they are. It gives them one database to search for all of the information that supports their projects."

Documents from various sources are profiled using common classifications based on projects. For example, a client's merger & acquisition project may contain documents such as an Excel workbook used to calculate the purchase price, a Word document of the purchase agreement received from an attorney, an e-mail from the client, a fax from the CPA representing the seller, or the profile of a paper file indicating where a file is located. These varied source documents are all displayed in the search results list and are available regardless of their

source. Even if the documents are "checked out" and in use by another employee, they are available in a read-only format. The key to document sharing is getting them in the system as early in the process as possible. When a project is complete, all documents are available on-line.

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Implementing the software hasn't meant the end of the road. As best practices are identified in one service area, the concepts are transferred to other service areas. The whole system continues to improve and change as information is shared. Future considerations include workflow as well as integration with applications such as enterprise information portals or other knowledge management products. Because of the system's open architecture, the deployed components are considered to be "building blocks" for the future.