

REFERENCE STORY

THE READSOFT EFFECT ON: RDW
(RIJKSDIENST VOOR HET WEGVERKEER)

PROCESS: ARCHIVING STAFF FILES

SEGMENT: GOVERNMENTAL

COUNTRY: THE NETHERLANDS

80,000 staff documents now available in SAP HR with a few clicks of the mouse

For most Dutch people, RDW is still known as the Ministry of Transport – an organization with offices and car inspection centers across the Netherlands. When RDW reorganized a few years ago, their Human Resources department was centralized to a single location in Zoetemeer. At the same time they started a bold project to digitize the information on 80,000 paper-based staff documents. The idea was to make all staff information searchable and available in their SAP HR system.

Documents are grounded in Zoetemeer

Turning large amounts of paper-based information into digital format and is easier said than done. “I thought that it would be very simple to place the papers in a scanner and let it do the job itself. But there is in fact a whole process beforehand,” says Fons van Rooij, Head of Human Resources at RDW. “One of the obstacles for us was that the files could not leave the RDW premises. Worse still, the staff files were not allowed to leave the department. This meant that 1500 staff files, a total of 80,000 documents, had to be scanned internally.”

Ricoh recommended

RDW soon realized that they would have a hard time doing this themselves and were advised to contact Ricoh who has a long track record of successful document handling solutions. Ricoh recommended ReadSoft software due to its unequalled data capture and document recognition capabilities and also long experience of SAP integrations.

“As the head of HR, I didn’t know anything about scanning software. However, after a couple of demos from Ricoh, I thought it was a good match for RDW. We finally carried out the project as a type of outsourcing, as is usually done with semi-governmental bodies,” says Fons van Rooij.

The RDW solution

The ReadSoft software DOCUMENTS extracts the information that RDW has specified and inserts it into SAP HR. Whenever the software is uncertain about a field, it asks an operator for validation. This way, the extraction becomes very secure.



Managers can now view all staff files at their own computer, which makes HR-related tasks a lot faster and easier.

“The process is very simple: we place the original documents in the scanner, which are scanned and then transferred to SAP. But there is still a lot going on behind the scenes with security, log-in, and transfer of a four-line short document to SAP,” says Fons van Rooij.

The effect

Within six months, RDW had scanned 80,000 documents and made them available not only to all the HR staff but also to all managers. They can now view all staff files at their own computer, which makes HR-related tasks a lot faster and easier.

“I am very happy with the scanning software. It is easy to use and I am also happy with the support offered. When there were problems, we were helped straightaway. If it wasn’t possible to support us immediately, a meeting was set up where the service would be provided,” says Fons van Rooij.

Developing the solution

RDW wants to develop the solution further and it has also started user discussions with other departments using ReadSoft software. “Colleagues in other departments, are now interested in using double-sided scanning, a feature they previously didn’t know about. Thanks to internal discussions about the same scanning software, we can learn a lot from each other,” finishes Fons van Rooij.