



## Success Story

### Customer Profile

Organización Serdan is a private Colombian organization consisting of four major companies:

- Serdan S.A.
- Misión Temporal Ltda.
- Expertos Servicios Especializados Ltda.
- Expertos Personal Temporal Ltda.

Serdan S.A. is dedicated to providing HR outsourcing solutions such recruitment, hiring, document management, payroll, occupational health and industrial safety; as well as general services like cleaning, maintenance, mail centers, and administrative services. With presence throughout Colombia, Serdan has more than 12,000 employees working in several markets.

### Business Situation

In the human resources management business large volumes of documents are generated, and current regulations these documents need to be retained for more than 75 years.

Serdán S.A. has a turnover of about 1,000 employees per month and an average of 7,000 requests for documents per month. These requests have been generating a costly operational burden, with paper handling eventually impairing the efficiency of business process and document retrieval times taking at least about four to five hours.

“DocuClass has allowed us to see other ways of managing and improving document management processes within the organization, allowing us to deliver greater value to our customers.”

Wilmar Sanchez Angarita  
Document Management Coordinator

### Solution

Serdan S.A. was using an outsourced digitizing process that was not efficient and did not meet the needs of the organization. For this reason Serdan S.A. began the search for a document management solution that would allow them to manage their assets directly. Accompanying the technical aspects of the solution, a timely and efficient technical support, and a large corporate backing was the main focus to evaluate every proposal.

After evaluating several software solutions for document management, Serdan S.A. decided to implement DocuClass because it proved to be a robust, flexible, easy to use and administer, complete document management software, accompanied by comprehensive support from CIMA Software and its Partner RICOH Colombia.

### Benefits

DocuClass allowed Serdan S.A. to reduce the time spent searching documents from several hours to 15 seconds, with zero physical file manipulation, reducing the operational burden and enabling the organization to meet the different requirements with greater efficiency maximizing the benefits to employees and customers.

Prior to DocuClass, the time needed to publish Social Security documents was about five working days; presently Serdan S.A. does it in just one day. Creating a new user took about two days, with DocuClass 10 minutes. Under the previous system any report needed to be requested from the service provider, now, with DocuClass, Serdan S.A. can create a wide range of reports at any time. Finally, Serdan SA has achieved a key differentiator in the industry: now its customers can benefit from using Serdan’s services online via the Internet, accessing all related information to their particular projects directly.



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