

**HP customer case study:** Department of Business Innovation and Skills deploys HP TRIM Context software to enhance productivity, lower the risk of non-compliance and generate cost savings

**Industry:** Public sector

## Department for Business Innovation and Skills spawns cost savings and boosts productivity with HP TRIM software



"HP TRIM Context software accelerates the dissemination of information and streamlines workflows by managing business processes well, increasing staff productivity. This new platform helped to reduce the size of our London estate and will generate considerable savings over the lifetime of the contract." Greg Wynne, information and workspace project manager, Department of Business, Innovation and Skills

### Objective:

The Department of Business, Innovation and Skills (BIS) wanted to upgrade its Enterprise Document and Record Management (EDRM) system to generate savings, improve productivity, aid compliance and encourage collaborative working.

### Approach:

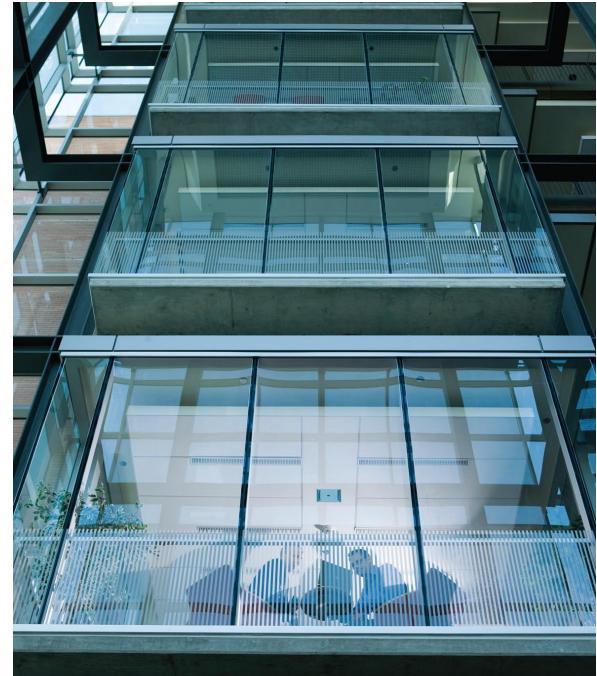
- Deployed HP Tower Records Information Management (TRIM) Context software.

### IT improvements:

- A sophisticated EDRM platform.
- Scales across large distributed environments.
- Integrates well with Microsoft Office applications.
- Rapid storage, retrieval and management of documents.
- Enhanced data integrity.

### Business outcomes:

- Paper files reduced by 66 per cent.
- Significant cost savings over the lifetime of the contract.
- Increased productivity via better collaborative working.
- Enhanced user experience; end-user adoption stands at 87 per cent.
- Reduced risk of non-compliance.
- Secure enterprise information.



The Department for Business, Innovation and Skills (BIS) is a UK government ministerial department committed to building Britain's future economic strengths to compete in the global economy. Created by the merger of the Department for Business Enterprise and Regulatory Reform (BERR) and the Department for Innovation, Universities and Skills (DIUS), it will create a regulatory environment that encourages enterprise, skills, innovation, and world-class science and research.

### Matrix – a centralised repository

Traditionally, BERR employed paper-based processes to store information, leading to numerous data silos. Unfortunately, this highly devolved environment obscured information ownership and eroded commonly accepted standards for information management. The department therefore introduced the concept of Electronic Document and Record Management (EDRM) by implementing an electronic file tracking system.

However, pressure from the government's modernising agenda for increased efficiency, the Data Protection Act and the Freedom of Information Act's (FOIA) compliance schedule, encouraged BIS to create Matrix, a centralised

# Customer solution at a glance:

## Primary hardware

- Storage, retrieval and management of enterprise information

## Primary software

- HP Tower Records and Information Management (TRIM) Context v6.1

information repository. At that time, no UK organisations operated a mature EDRM system.

"A move away from paper-based records offered several business benefits including long-term cost savings, better access to information and the sharing of knowledge and information," explains Greg Wynne, information and workspace project manager, Department of Business, Innovation and Skills.

"In conjunction with Fujitsu, our outsourcing partner, we explored various solutions including HP Tower Records and Information Management (TRIM) Captura software," continues Wynne. "It proved the ideal candidate because several Australian and Canadian governmental agencies had already successfully deployed the solution."

Late in 2003, BIS became the first UK government organisation to implement this advanced records management platform by rolling out its Matrix One EDRM system to about 5,100 users.

## Transformational government

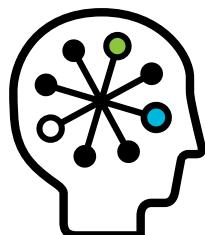
Under a government initiative called 'Transformational Government; Enabled by Technology', the former British Prime Minister, Tony Blair stated, "The World is changing around us at an incredible pace due to remarkable technological change. This process can either overwhelm us, or make our lives better and our country stronger. What we cannot do is pretend it is not happening. The government has to respond to keep up with the hopes and aspirations of citizens and business, to remain efficient and trustworthy."

With this proposal coinciding with the full force of the FIA, BIS decided to upgrade Matrix. "Matrix Two needed to boost compliance, increase productivity, improve the user experience, support evidence-based policy making and aid the introduction of flexible collaborative working practices and project-based working," states Wynne.

## HP TRIM Context – a sophisticated platform

The Matrix upgrade involved migrating four million legacy records from HP TRIM Captura software to the more sophisticated multi-module HP TRIM Context platform using Oracle database 10g. The solution comprises several modules including HP TRIM Document Management, Records Management and Email Management, as well as a TRIM Connectivity Toolkit.

HP TRIM Context offers BIS tight desktop integration, an ability to scale across large distributed environments and it combines well with various MS Office applications



including MS Outlook. From creation to disposal, users can store, retrieve and manage documents, emails, scanned paper files and images easily, securing enterprise information.

The IT and Records Management modules work in parallel, ensuring the design architecture and TRIM software are fit-for-purpose. An intuitive interface satisfies BIS's need for a user-friendly solution. To boost software performance, HP tested the solution extensively and conducted two migration dress-rehearsals, which allowed BIS to launch Matrix Two with minimal disruption.

## Savings, productivity, collaboration and compliance

Twelve months after the Matrix upgrade, the number of paper files handled by BIS had fallen by 66 per cent, significantly lowering paper usage and generating valuable office space. The agency uses fewer filing cabinets and notably fewer desks per employee. Over the lifetime of the contract, BIS believes that the HP TRIM platform will yield considerable savings because it will use and store less paper, and significantly fewer documents will require redrafting due to poor information.

Currently, over 75 Matrix activities occur per user per month generating 4,500 new records daily. Users are across all grades including senior civil servants, personal assistants, ministerial office staff and junior officials. Staff usage presently stands at 87 per cent.

By supporting knowledge sharing, collaborative working and evidence-based policy working, HP TRIM software has increased productivity throughout the agency. For example, central government departments have seen better collaboration on policy making; teams can draft and revise proposals rapidly before they become official policy.

The HP software's open-record plan structures allow full visibility, version control and virtual working by different teams when producing parliamentary bills. The Business Group Analysts team, for example, provides analysis briefs for policy team officials across BIS without recourse to multiple email attachments and complex editing procedures.

"Our corporate repository now contains some 6.5 million records and is available to about 3,000 users. HP TRIM software has dramatically enhanced the user experience, reduced the risk of non-compliance with legislative and regulatory requirements whilst simultaneously increasing security, data integrity and accountability," concludes Wynne.

## Technology for better business outcomes

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