

Good on paper, even better digitized



Records management implementation streamlines regulatory compliance



Utilities



Quality Assurance & Quality Control



Support Operations



SharePoint, Documentum D2, OpenText Content Suite

BACKSTORY

Operating with hard copy documents was preventing our client, a California gas and electric utility, from leveraging its data to identify critical business opportunities and prevent revenue loss. Without business disruption, our client needed help digitizing and organizing these records while honoring complex record retention policies.

SOLUTION

TSG implemented and improved records management for the client, ensuring prompt and compliant record retention. Our team leveraged deep experience to optimize and enhance a system that supports the sorting, scanning, uploading, interpreting, and documenting of important company records, while performing quality assurance and control, enabling our client to comply with record retention regulations.

TSG MANAGED SOLUTIONS

Solution Development

TSG's solutions team understood the client's regulatory records retention policies and leveraged a repeatable, phased project execution plan that accounted for the entire lifecycle of company records.

Building & Scaling Teams

With the service laid out, TSG led the team selection and role alignment of individuals performing records and project coordination. As the number of documents grew, TSG adjusted the service to meet the growing demand.

Service Delivery

TSG owned engagement oversight to ensure the client met their deliverables; the client's decision to partner with TSG delivered significant increases in efficiency:

- 600% increase in efficiency for as-built upload of records
- 300% increase in efficiency for records reviews

Project Outcomes

Significantly reducing document turnaround time improved the client's engineering team's use of electronic records.

TSG provided easy access to documents, allowing the client to work with data trends to meet their overall business objectives.

TSG's contribution to process, procedural and business documentation was utilized by the client in future projects.

By following records retention policies, the client improved business agility and was able to focus on their clean energy goals.