



# RETAILER ACHIEVES EFFICIENT RECORDS MANAGEMENT

With HP TRIM and Kapish software, new retention schedules, and an implementation approach targeting desktop-level production of information, legal e-discovery and many other previously manual tasks now take hours instead of days

“The HP TRIM/Kapish solution gave us a more effective foundation for our records management policies and procedures. Information is less siloed, and we can respond immediately to records requests.”

—Vice President of IT, Major U.S. Retailer

## Objective

Gain control over burgeoning archive of documents and records, and make it easier to respond swiftly to records requests

## Approach

Implement enterprise document management policies and retention schedules and technology to enable users to follow those policies

## IT improvements

- Reduced storage hardware costs
- Reduced the number of documents and emails retained by 1/3

## Business benefits

- Legal e-discovery once took days, now takes hours; avoiding potential e-discovery costs of millions of dollars
- Employees can focus on adding value instead of low-value document management tasks: e.g. closing finance department books now takes 90 to 120 minutes, instead of several days
- Information less siloed; easier for departments to collaborate, supporting more nimble business operations, faster response to customer needs and market trends



Digital technology may allow companies to reduce the amount of paper records they generate—but it has also triggered an explosion in electronic records. And that has become a major challenge as companies strive to manage those records.

The experience of one major U.S. retailer is typical. Over the past several decades, the retailer became increasingly dependent on technology for all of its communications and recordkeeping. But the company never established formal policies around records retention. Instead, its employees adopted a de facto policy best summed up as “save everything.”

It seems, at first glance, to be a reasonable approach, but in practice the retailer’s swelling document archives created serious problems. Its storage costs were mounting. Even more pressing, the company could not respond quickly to document requests from its

### HP customer case study:

Major retailer supports new records management policies with HP TRIM and Kapish software

**Industry:** Retail

legal department. "If a legal team needed to identify specific records to defend us from litigation, we were unable to produce those records without first investing considerable time and effort," explains the retailer's Vice President of IT. "It was an unsustainable situation."

**"In the past, departments often maintained their own copies of documents. Now we have single versions of each record, and departments can now control the access of the documents they own, allowing for better collaboration. We've knocked down the walls between departments."**

**Principal Records Management Analyst,  
Major U.S. Retailer**

The retailer knew what it had to do: establish effective records retention policies—and implement the technology to enable those policies.

The first step was to address the lack of enterprise standards for its document retention policies. "We had one opportunity to do it the right way," the Vice President notes. "So we started by formulating retention schedules and policies, and training, before we began considering document management technology."

The company decided to focus first on unstructured documents such as files kept on shared network drives, local drives and email systems. "We inventoried our records so that we could understand what kind of records we had stored," explains the retailer's Principal Records Management Analyst. "Then we worked with an outside consultant to develop retention schedules and policies for managing our documents."

### HP TRIM and Kapish software fit new document policy

Once the retailer established document retention policies, it turned its attention to the next step: implementing a document management solution to enable its employees to follow those policies.

After evaluating a number of vendors' products, the team selected HP TRIM, Kapish TRIM Explorer and Kapish TRIM Lotus Notes Add-In software. "Of all the options we considered, the HP TRIM and Kapish software combination was the best overall fit to our policy," the Vice President notes. This combined software solution also met the retailer's needs from a functionality standpoint. "The ability to integrate with Lotus Notes was a key factor in our decision as well."

The retailer also wanted to work with an established, financially stable vendor, so that it would be assured of continued long-term product support and upgrades.

Although the retailer felt the HP TRIM/Kapish solution were the right products, it wanted to design a proof of concept (POC) to test the software and validate the decision. The company selected HP channel partner Kapish North America to oversee the POC. "Using Kapish allowed us to complete the POC as quickly as possible and reinforced our decision to buy the HP TRIM/Kapish technology," explains the Vice President.

After the successful conclusion of the POC, the company retained Kapish to implement the production version of the HP/Kapish solution. "Kapish shares our philosophy, which is to make steady improvements, yet keep things simple," the Vice President says. "We knew that if we pushed radical changes, our users would not adopt them, which would defeat the whole purpose of the project."

Kapish's assistance was critical in another way: it provided a set of plug-ins to optimize HP TRIM software to the retailer's needs. The Kapish TRIM Lotus Notes Add-in facilitates the integration of HP TRIM and Lotus Notes. Another provides a virtual drive within Microsoft® Windows® Explorer. The Kapish TRIM Explorer plug-in gives end users an interface similar to what they are already used to in Microsoft Windows Explorer, and therefore reduces user fear and learning curves.

### Customer solution at a glance

#### Primary applications

Document and records management

#### Primary software

HP IT Performance Suite—Information Management

- HP TRIM software
- HP TRIM software plug-ins by Kapish
  - Kapish TRIM Explorer
  - Kapish TRIM Lotus Notes Add-in



“The Kapish TRIM Explorer plug-in was crucial for us because we want our users to view the change as a simple replacement for a traditional share drive,” the Vice President explains. The HP TRIM software functions as the behind-the-scenes engine. The only action for end-users is to save files in the folders designated for particular classes of record. The Kapish TRIM add-ons and HP TRIM software do the rest.

### Efficiency gains everywhere HP and Kapish solutions deployed

The HP TRIM/Kapish solution was rolled out to 150 users with the initial deployment. Within these departments, the retailer quickly reduced the number of documents and emails it retained in those departments by a third. “We cleaned up duplicates and destroyed records that had reached the end of their retention period,” says the Principal Records Management Analyst. Reducing the number of records will eventually enable the retailer to reduce its storage needs and associated costs.

**“Kapish TRIM Explorer combined with HP TRIM software search capabilities are very powerful.”**  
**Principal Records Management Analyst,**  
**Major U.S. Retailer**

The retailer is already seeing improvements in employee productivity. In one finance department workflow, it used to take two employees the better part of a week to close out the department’s books. Today, because of the TRIM Explorer functionality, the employees can finish the job in 90 to 120 minutes.

“We’ve seen efficiency gains in each of the first 12 departments using the HP TRIM/Kapish solution,” the Vice President notes.

The most dramatic efficiency gain, however, is in the time required to retrieve records for the retailer’s legal department. “The new and amended Federal Rules of Civil Procedure mandate that companies need to know what records they have, and be able to produce them,” says the Vice President. “If we needed to respond to litigation before, we would have to pay people to come in and comb through decades’ worth of records.” The cost of that legal e-discovery could easily reach millions of dollars.

Today, a search can be performed using HP TRIM software—without any additional out-of-pocket costs. Should the retailer need to produce records, it can do so within an hour or two—instead of taking days. “Our legal department is very impressed,” the Vice President says. “It has raised their level of confidence in our ability to produce records when they need them.”

### Walls between departments “knocked down”

Another benefit of the HP TRIM/Kapish solution is that information is also less siloed than it used to be. “In the past, departments often maintained their own copies of documents,” explains the Principal Records Management Analyst. “Now we have single versions of each record, and departments can now control the access of the documents they own, allowing for better collaboration. We’ve knocked down the walls between departments.”

The HP TRIM/Kapish environment also makes it easier for the retailer to share documents with other third party products—without losing control of those documents. “With the HP TRIM/Kapish solution, we don’t need to distribute documents to give other third party products access to them,” the Analyst says. “The documents reside on our servers. We provide links to them, and third party products can work with them to handle transactions and reporting, but we retain control and ownership.”

This makes it easier for the retailer to work with other vendors’ products and partners on documents such as contracts and lease agreements. “We operate more nimbly as a corporation,” says the Vice President.

Today, the retailer’s records management team is preparing for the next phase of its Records Management implementation, which will address its structured records. In the meantime, the usefulness of the HP TRIM/Kapish solution has resulted in an excellent adoption rate. “In the departments where we’ve rolled out the HP TRIM/Kapish solution software to date, 94% of the people are using it every day,” the Vice President says.

“We are right where we wanted to be,” the Vice President concludes. “We found the right balance of policy and supporting technology.”



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