

Access

International Organization Gains Secure Access to Distributed Employee Documents



The Challenge

With thousands of hotels in over 60 countries and multiple well-known brands, the expansive structure of this company created challenges in managing, securing, and accessing HR documents. Their 30,000+ employees serve in a wide variety of roles, ranging from corporate positions to hotel staff. Many of these workers don't have access to computers on the job, so they rely on paper-based employee onboarding forms and HR files.

The company faced a logistical and compliance nightmare as they did not have a secure and efficient way to share employee documents from their hotels and properties, continent to continent.

The company's breadth and scale, coupled with the structure of its workforce, and compliance needs made it critical to bridge the gap between paper and digital HR files.

The Solution

To streamline HR operations and support global accessibility, this hospitality organization partnered with Access to implement a centralized document management system. The solution bridged the gap between physical and digital records by enabling the secure capture, conversion, and cloud-based storage of paper HR documents. Whether scanned or born digital, the new document management platform made all employee files accessible and secure. The built-in search functionality streamlined document access, helping staff complete compliance audits, licensure reviews, and daily tasks with far greater speed and accuracy. The ability to securely share files without relying on fax or outdated transfer methods, improved compliance and security.

Client Profile

Industry Sector

Hospitality

Location

8,000 U.S. & International

Company Size

Enterprise, 30,000+ employees

The Results

The implementation of Access' document management solution delivered significant operational improvements. The organization successfully centralized over 30,000 employee records in a compliant manner, eliminating the inefficiencies of fragmented storage systems. HR teams gained secure, real-time access to employee files across all global locations, streamlining workflows and ensuring greater consistency in recordkeeping. The ability to share documents securely from within the system removed the need for manual processes, like faxing, and reduced the risks associated with handling sensitive information.



For a global company like ours that's spread across not only the U.S. but around the world, it's critical to be able to access employee files easily and efficiently from anywhere...in the old days, you'd have to fax or take extra security measures with confidential files, but now we can share them securely from within the application."

Senior Director of HRMS

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.