



SpringCM® Customer Success

EXOTIC GREEN

EXOTIC GREEN STREAMLINES CROSS-BORDER COLLABORATION WITH RICOH AND SPRINGCM

Based in the Netherlands, Exotic Green is one of the region's largest providers of staffing resources for fields such as horticulture, baking, packing, logistics, and construction. The company recruits and assigns some 1,500 Polish employees annually, providing employment, training, transportation, accommodation, and supervision, and will even accompany workers on their first day at a new job.

To meet its client requirements, Exotic Green must capture complete information about each worker and share it effectively across its six offices in Poland and its Dutch headquarters. Explains Arjan Boer, CFO, Exotic Green, "The worker submits a variety of documentation: diplomas, passport, driving license, and other personal documents. We record the number of years of work experience and other qualifications, and ensure that a personal public service number is obtained."

In the past, Exotic Green personnel handled this process manually, copying data into paper folders for the firm's own records as well as preparing similar folders for the client. Although the documents were copied and scanned, there was no uniform procedure for this, and key workflows remained paper-based. Lacking uniform digital storage, employees had to conduct time-consuming searches across no less than 18 meters of paper archives. They were unable to share these materials efficiently with staffers in other locations.

Exotic Green had a simple, compelling vision for its transition to online content management. Says Boer, "If you sign up temporary employees in Poland to come to work in the Netherlands, obviously it makes sense that all the personnel documents should be available in both our Polish and Dutch branches, and that the client can access them easily."

"Now we have access to all the data we need with a click of the mouse, through a simple browser-based interface. The Ricoh-SpringCM cloud solution has made our business more agile than ever and has taken our service delivery to the next level."

ARJAN BOER
CFO, Exotic Green



ENABLING ANYWHERE, ANYTIME INFORMATION AND COLLABORATION

Exotic Green made its vision a reality with Ricoh Online Services, a solution developed jointly with SpringCM, the leading provider of Cloud ECM solutions. By storing all types of documents, including time sheets, client information, contracts, and other information, in a secure online repository, the solution makes it simple for departments such as HR and payroll to collaborate online and share information while complying fully with regulations governing access and retention of employee records. Delivered as a cloud solution, yet fully integrated with existing systems and processes, the solution can be implemented quickly and easily for fast time-to-value while avoiding the high capital costs, maintenance, and management burdens of installed software.

Exotic Green has used Ricoh Online Services to replace its paper files with online digital personnel files. All data is now scanned within Poland and added automatically to the correct file. Missing or incorrect information triggers an alert, improving accuracy and throughput and ensuring that mistakes will be corrected before they reach a prospective employer in the Netherlands. Says Boer, "It's essential for us to know if anything is missing in the file. Now, we can see this at a glance—if one of the 18 tabs in the file has not been completed, a warning appears immediately." New information, such as the completion of training or the achievement of certifications, can be added easily.

The solution's granular, easy-to-use security functionality allows Exotic Green to provide its client companies with access to the information needed for proof of identity, including passport and personal public service number, while keeping other information private. Additional information can also be made accessible as needed.

REALIZING THE FULL BENEFITS OF ONLINE CONTENT MANAGEMENT

As a cloud solution, Ricoh Online Services offers numerous advantages over an installed application. Says Boer, "Because the solution is hosted, updated, and maintained by Ricoh, we don't have to invest in equipment or software or devote our own resources to system management and maintenance. We've gained unlimited storage space without the need to add server capacity, and storing data in the cloud rather than in physical file cabinets helps us we improve security. We'll also soon have a lot of free space in our office—we'll be able to eliminate six cabinets, each three meters long, packed with files."

Information at their fingertips helps Exotic Green workers achieve new efficiency in numerous ways—for example, by arranging group transportation to the Netherlands for workers who come from the same area in Poland. "The Ricoh-SpringCM solution has made our business more agile than ever and has taken our service delivery to the next level," reports Boer.

Ricoh Online Services and SpringCM have delivered the improved productivity and cost savings Exotic Green was seeking. Worker information can now be searched and accessed easily from any location in Poland or the Netherlands—even information formerly stored in legacy paper files. "If someone in Poland needed information about a temporary employee, we used to have to go upstairs, delve into the drawers, and open personnel folders. Now we have access to all the data we need with a click of the mouse, through a simple browser-based interface."

BENEFITS

- Maximized productivity by making it easy for employees and clients to share and collaborate
- Reduced document archiving and office space costs
- Gained state-of-the-art content management capabilities without capital expenditures or ongoing system maintenance

HIGHLIGHTS

- The Ricoh-SpringCM cloud solution automates the creation of electronic worker files and provides secure online access to its own employees and any client location
- Granular access control functionality enables Exotic Green to provide its clients with access to essential proof-of-identity information while keeping other worker data confidential
- Automated alerts ensure complete, consistent, and accurate paperwork



ABOUT SPRINGCM

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM's affordable, rapidly deployable solutions enable organizations of all kinds to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. SpringCM's solutions are trusted by customers such as the Department of Energy, Comcast, and Siemens. SpringCM partners include salesforce.com, Microsoft, and Ricoh.com.

For more information, please email: sales@springcm.com or call 877.362.7273.

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