

success stories



Industry: Transportation

Application: HR Records Management

Locations: 800 Nationwide

Docufree Services: Document Scanning, Document Management System, Automated Permissions Management, Systems Integration

Ryder Systems, Inc.

Docufree Drives Ryder to a Successful Paperless Solution

Human resources (HR) professionals are a company's record keepers. They collect, store, and maintain mountains of information. Everything from personnel files to organizational policies crosses their desks and fills their filing cabinets.

This responsibility is challenging in any environment, but it's increasingly cumbersome as companies strive to become more data-driven, agile, and secure. When immediacy and accessibility are the status quo, manila folders full of paper records are an outdated, inefficient, and ineffective record-keeping workflow.

"Docufree enabled us to create a single secure system of record for all employee personnel file records that is accessible from our single sign-on application portal. Our solution has empowered us to increase our overall customer service to our HR and managers and be more productive as well.

Having the Docufree solution in place certainly provides comfort and assurance knowing our files are more secure."

Galyna Kruglov, Group Director, HR Employee Services Operations, Ryder

Like many HR departments, the expansive teams at Ryder System, Inc., a leader in supply chain, dedicated transportation, and fleet management solutions, operated in the digital age while relying on antiquated record-keeping processes. As the company centralized its HR operations, something needed to change.

"It's been a project on our list for quite some time," said Galyna Kruglov, group director of HR Employee Services Operations, at Ryder. "Before Docufree digitized our personnel records, we were using paper folders and filing cabinets. With teams located across the country, this was an incredibly inefficient and outdated system."

Ryder employs nearly 40,000 people throughout North America and the United Kingdom, and as the business grows, it may add new workers to its ranks each year, making personnel management an operational necessity.

With employee files distributed across more than 1,500 different locations in the

United States and Canada alone, Ryder turned to Docufree to digitize more than a million HR-related documents, modernizing its operations, and improving workflows in the process.

"We liked the platform's aesthetic, and we could relate to the simple sophistication of the end product. They answered a business need," Kruglov said.

What Docufree Does for Ryder

"Shifting our HR service delivery model was a major undertaking. We needed to digitize a million documents while developing and deploying the technological infrastructure to make this information usable, accessible, and secure."

For Ryder's HR organization, digitizing records was just the beginning. Docufree provided a comprehensive cloud-based digital platform for capturing, storing, managing, accessing, and securing personnel files. The result did more than just reduce clutter and modernize outdated processes. It improved the company's operational capacity, allowing it to



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embrace novel departmental models, achieve new efficiencies, and optimize critical business functions. It also improved customer service, productivity, operational capacity, and regulatory compliance.

Increased Compliance

HR departments collect and store employees' personally identifiable information (PII) and financial data. This data is highly sensitive and subject to regulatory oversight. Immediately, Docufree helped with alleviating compliance concerns created by unprotected physical files. Of course, universally accessible digital records may also pose a compliance risk, which Docufree solved by implementing automated provisioning to manage user access to employee data in the secure way.

Docufree designed a three-tier data access system that automatically provides new hires appropriate data access based on predetermined company standards. New employees are trained in the company's data management system. “The process is completely automated and quite seamless. We call it IT magic,” Kruglov said.

What's more, the digitized records increased compliance by creating an audit trail to track access to any action performed on a document, and by limiting those who have access to highly confidential files or document types, creating a chain of custody.

Secure HR Records

Maintaining paper records at disparate locations in two different countries posed serious data security concerns. Digitizing more than a million paper records eliminated the risk associated with files being maintained on paper.

Docufree's built-in data-security protocols keep information secure. As Kruglov explained, “The audit trail helps because nobody has a capability to delete something from the file. Even as a full user, you still cannot delete the information, meaning that nobody can remove an important document from the file and just forget to place it back, and then it gets lost, and you can never recover it.”

Now, Ryder's files are secure in the cloud and guarded by multifaceted security measures ensuring digital records are protected.

Accessible Central Repository

Docufree implemented its Software-as-a-Service (SaaS) and Business Process-as-a-Service (BPaaS) to create a single, secure, encrypted, and geographically redundant central repository for all employee files, providing enhanced accessibility for shifting functional demands.

Ryder centralized its HR service delivery model as it continues to rely on distributed teams that need access to stored documents. “Before creating a central repository, our teams relied on a location-based person to find physical files, scan the hard copy, and send it to the appropriate person,” said Kruglov.

This step also allowed Ryder to evaluate its document-collection processes, streamlining the type and amount of information procured, and making the most vital information more readily available at a moment's notice.

Integration with HRES & ERP Applications

Digitalization is a collective effort requiring broad integration with existing systems. For Ryder, this meant creating cohesion between human resources enterprise systems (HRES) and enterprise resource planning (ERP) applications.

“The Docufree team developed integrations with ServiceNow and Workday, ensuring integration with our existing systems,” said Kruglov.

“Our team has access to the right information, at the right time, and in the right format. It’s always at your fingertips.”

Docufree’s technology-enabled services leveraged Ryder’s significant investments in ServiceNow and Workday by seamless integration, eliminating any gaps between applications. The result was immediate access to employee documents from any application.

Managed Permissions with SSO

Managing permissions with single sign-on (SSO) streamlined the digital environment, which was critical for an organization transitioning from a paper-based filing system. For Ryder, SSO eliminated the need to manage usernames and passwords.

Kruglov noted, “The single sign-on was an important feature. It simplified user access while giving HR personnel control of data access and management protocols.”

Docufree worked with Ryder’s existing systems to build design and implementation workflows to create easy accessibility, optimize usability, and empower HR employees to provide incredible customer experience to their teams.

Enhanced Automation

With thousands of new hires each year, Ryder’s employee records are anything but static. That’s why it needed a dynamic solution that automated mundane tasks that once consumed its HR department’s time and resources.

Ryder relies on Docufree to integrate digital records with its existing Application

Tracking System (ATS) to automatically collect and store files when a new employee is hired. As a result, the company eliminated the manual downloading (and printing) of the onboarding files.

The Bottom Line

“Our team has access to the right information, at the right time, and in the right format. It’s always at your fingertips.”

The benefits to Ryder are extensive:

- Provided immediate access to employee documents
- Eliminated the risk associated with files being maintained on paper at multiple locations
- Increased compliance by creating an audit trail to track access to any action performed on a document
- Eliminated the need to manage usernames and passwords by integrating with SSO
- Eliminated the manual downloading (and printing) of onboarding files from ATS
- Increased HR and manager productivity across the enterprise
- Increased compliance and security by limiting those who have access to highly confidential files or document types

About Ryder Systems, Inc.

Ryder System, Inc. (NYSE: R) is a leading logistics and transportation company. It provides supply chain, dedicated

transportation, and fleet management solutions, including full service leasing, rental, and maintenance, used vehicle sales, professional drivers, transportation services, freight brokerage, warehousing and distribution, e-commerce fulfillment, and last mile delivery services, to some world’s most-recognized brands. Ryder provides services throughout the United States, Mexico, Canada, and the United Kingdom. In addition, Ryder manages nearly 235,000 commercial vehicles and operates more than 300 warehouses encompassing approximately 64 million square feet. Ryder is regularly recognized for its industry-leading practices in third-party logistics, technology-driven innovations, commercial vehicle maintenance, environmentally friendly solutions, corporate social responsibility, world-class safety and security programs, military veteran recruitment initiatives, and the hiring of a diverse workforce. www.ryder.com.

About Docufree

Docufree is a business process services provider of large-volume document scanning, cloud-based document management, and intelligent process automation. Since 1999, Docufree has securely managed and modernized how people and the systems they use every day interact with data and each other, driving measurable outcomes for both clients and their customers—from providing an on-ramp to digital transformation to automated invoice processing, human resources and customer communications.