



## Case Study: Career Services

**A government agency needed to free their staff from time consuming data entry and document creation. Manual workflows were to be automated so staff could become knowledge workers and deliver service to customers.**

Career Services is New Zealand's leading provider of career information, advice and guidance. The agency helps people make maximum use of their capabilities in a knowledge-based society and a rapidly changing working world. For more information on Career Services please visit the website on [www.careers.govt.nz](http://www.careers.govt.nz).

### The Challenge

Career Services maintains a wealth of client information in a database. A wide range of mission-critical documents must be produced from this data. Speed and accuracy are essential.

Career plans, CV's, Career assessment documents, national and local employment contracts, as well as other client documents and management CRM reporting are all produced from the stored data, and often include information from other sources as well. Many documents are highly complex and involve rules and specific content. Accuracy and standardization are essential.

Career Services recognized that their staff were hampered by time consuming data entry, data collection and data collation. Document creation, document retrieval and reporting were also all performed manually. In addition accuracy was a concern.

Management identified the need to create an automated solution to reduce document creation time, reuse already entered data, create document standards and reduce omissions and errors. The document automation solution also needed to include an element of workflow.

An extensive search for the right document automation software was undertaken. Custom built solutions were also considered, but their cost and the associated risks were prohibitive. It was decided to combine off-the-shelf products with a custom built application, reducing both cost and risk.



***“ActiveDocs has given Career Services current and future benefits... with an ROI in the first year I found this product to be real value for money”***

Robert Donselaar, CIO Career Services

### Key Documents

- Career Assessment
- Career Plan
- CRM Reporting
- Curriculum Vitae
- Employment Contracts

***“ActiveDocs gives us high quality outputs from minimum data capture, reducing processing time”***

Terry Hughes, Finance Manager Career Services



## Business Benefits

- **Easy to use** product means low training overhead and enhanced staff efficiency
- **High quality documents** are produced from templates designed by the experts in the business
- **Increased productivity** with less time spent on data entry and document creation
- **Increased revenue** as career consultants freed to be knowledge workers rather than data entry workers
- **Increased accuracy** as errors and omissions are significantly reduced
- **Database connectivity** as the single custom database is seamlessly integrated with document production
- **Knowledge protection** as frequently used “Clippings” are stored and can be shared with other users
- **Reduced reliance on IT professionals** saves time and money and empowers staff

## The ActiveDocs Solution

Career Services found a total solution to their needs in ActiveDocs, Microsoft Office XP and Microsoft SharePoint Portal Server. Tight integration of these technologies meant they were ideal for the project.

ActiveDocs provided an automated document creation solution that reduced document creation time, reused already entered data, created document standards and reduced omissions and/or errors. The ActiveDocs Clipping Manager was implemented to share key images, standard business paragraphs and enhance the consistency across the enterprise.

ActiveDocs was implemented with the help of Keylogix who worked closely with Career Services and Microsoft to ensure that various phases of the project integrated seamlessly. The ease of use and user acceptance made the ActiveDocs installation very straightforward with minimum disruption - approximately five minutes of the users' time. User training was easily completed in a few hours.

## Technologies Used

- ActiveDocs 2002
- Microsoft Office XP
- Microsoft SharePoint Portal Server
- Microsoft .Net Framework

## About Keylogix

Keylogix delivers desktop and server-side document automation solutions. ActiveDocs from Keylogix is a family of products that increases the speed, efficiency and accuracy of document creation across the enterprise. ActiveDocs help staff work smarter, not harder on the desktop, server or mobile devices. For more information visit [www.keylogix.com](http://www.keylogix.com).

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