

national**grid**



## National Grid celebrates 20 years of document management with PacSol

**National Grid Electricity Distribution (NGED), formerly known as Western Power Distribution** (a part of **National Grid** since 2021) celebrates 20 years since implementing a document management solution with **Pacific Solutions International Ltd** (PacSol) that has continued to **improve efficiency, ensure compliance and control costs** as both the platform and organisation has evolved.

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### About National Grid

**NGED** operates the largest electricity distribution network in the country. It's committed to investing around 1 billion GBP on its network annually.

Their 6500 staff help to deliver electricity to more than 8 million customers over a 55,500 square kilometres service area across the Midlands, South West and South Wales.

### The original challenge

Initially NGED needed to solve two issues:

- **Reclaim physical space used by their payroll and pensions paperwork** as it was rapidly outgrowing the office space.
- **Significantly reduce the time** to locate requested paperwork.



### The original solution

PacSol implemented a Fortis (now DocuWare) solution:

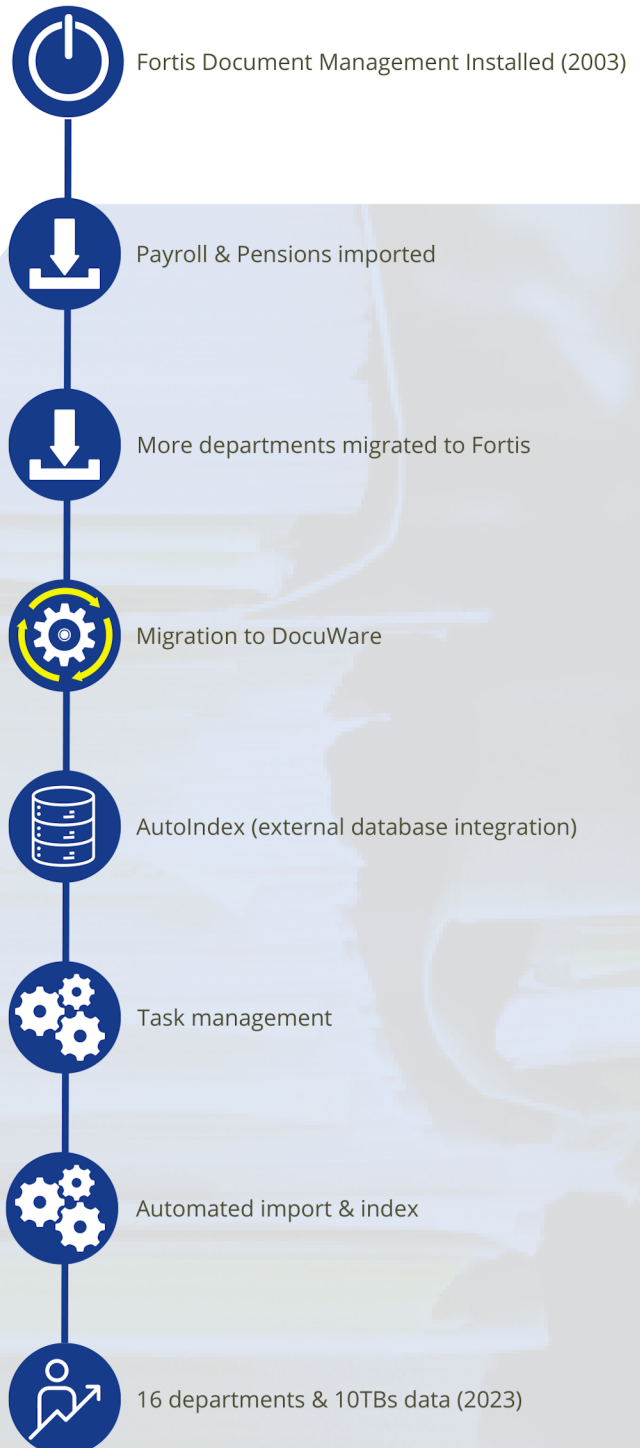
- Conversion of **all existing paper documentation to digital** (scanned)
- **Securely stored** using index data for easy retrieval (such as payroll or pension number, surname etc)
- Implemented **security and access controls** to only authorised individuals.

## The Initial Results

With the conversion of documents into the document management system:

-  The original paper documentation could be destroyed, bring **enhanced data security**.
-  Filing cabinets were removed from the office space, **freeing expensive real estate**.
-  The organisation could **expand without** the need for **new office space**.
-  Customer experience improved as **response times of enquiries decreased significantly**
-  Employee **productivity increased** with streamlined processes - processes moving from **hours to seconds**.

## The Continuing Evolution of DocuWare at NGED



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Today the DocuWare platform at NGED serves **16 departments** across **multiple offices** and is host to around **10TB of data**.

## Task driven Workflow

NGED have now added **task management** functions within DocuWare to control new policy documents, their approval and versioning (if required). Once stored in DocuWare, all actions against it are **audited and tracked** to ensure related tasks are completed.

## Automated Ingestion

**Bulk imports** of their record sheet documents are ingested on a schedule from a folder source. All index information is supplied along with the documents and the storage into DocuWare is **fully automated - quickly, accurately and with a full audit**. The imports can run to thousands of records, **saving a significant amount of time** over manual processing - and of course they are instantly available.



AUTHORISED PARTNER

2023

## About PacSol

We provide and support products relating to **Document Management (DMS) / Enterprise Content Management (ECM), Business Process Automation (BPA)**, and complex **data capture** with integration for all platforms and types of applications.

Whether a requirement for automated document data capture (such as invoice processing) or document governance to meet current legislative standards, with products such as **PacSol's ImageView Suite** (for IBM i), **Kofax Capture, DocuWare, Agilico Invu** or **IBM's Datacap**, we can help you solve your document process problems.

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