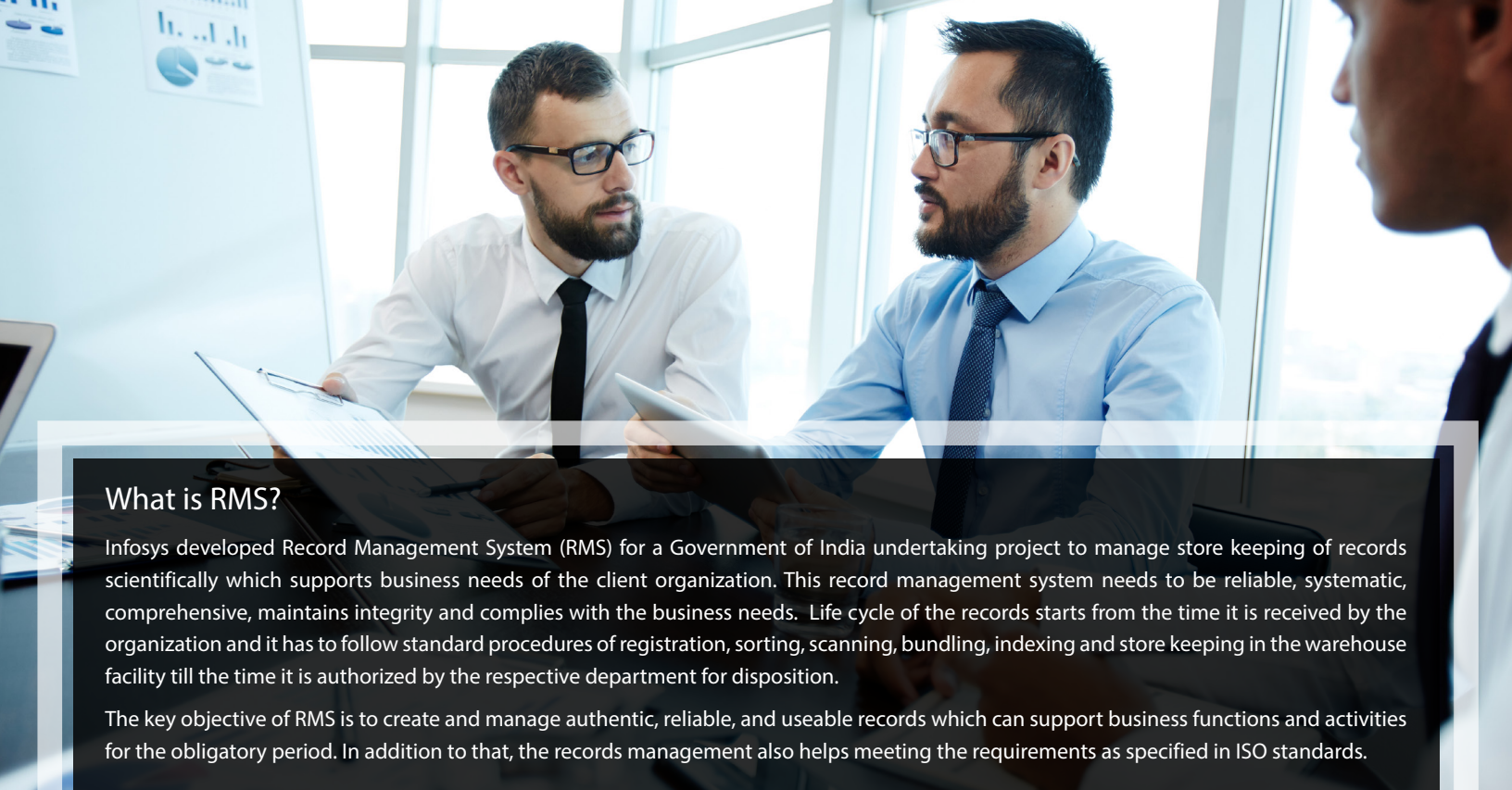


INFOSYS RECORDS MANAGEMENT SYSTEM



Infosys[®]
Navigate your next



What is RMS?

Infosys developed Record Management System (RMS) for a Government of India undertaking project to manage store keeping of records scientifically which supports business needs of the client organization. This record management system needs to be reliable, systematic, comprehensive, maintains integrity and complies with the business needs. Life cycle of the records starts from the time it is received by the organization and it has to follow standard procedures of registration, sorting, scanning, bundling, indexing and store keeping in the warehouse facility till the time it is authorized by the respective department for disposition.

The key objective of RMS is to create and manage authentic, reliable, and useable records which can support business functions and activities for the obligatory period. In addition to that, the records management also helps meeting the requirements as specified in ISO standards.

The need for RMS

Traditionally, organizations used to keep their records entirely on paper. Whilst maintaining paper documents, organizations majorly faced the following challenges:

- **Large storage space:** The longer an organization is in existence, the more documentation it has and hence, requires a huge physical space to store all that documentation.
- **Security risks:** As the usability for traditional paper records cannot be restricted, the records are vulnerable to security breaches if they get into the wrong hands.
- **Lack of searchability:** It takes a great deal of time and resources to search through the paper documents in an attempt to find what's needed, as paper documents are not easily searchable. It gets worse especially when the documents are not kept in an order.

Advantages of electronic records management

With the development in accessibility and security in recent years, electronic records management has become a more reliable and easier system to use. While the electronic records management is quickly becoming a mainstay, it provides the following advantages to prove its credibility:

- **Faster and easier retrieval**
The electronics records management simplifies the process to find and access documents which are in a digitalized form. Any authorized employee or user can access the files which they need immediately with ease. Since all records are indexed, the users are just a keyword search away from finding that essential document.
- **Increased security**
Encryption services not only protects the data when it is being stored or being transmitted, but also provides the ability to easily control authorization levels, restricting the access to such documents.

- **Disaster recovery**

Cloud based storage and backup systems are two of the major parts of the electronic records management system. With these, the users can back up all their critical business files to a remote location, and can also expedient during a disaster recovery.

The Infosys RMS strategy

Infosys's records management strategy for the clients sets the focus of the organizational strategy to manage records and spell out the elements that are part of the strategy. The strategy also addresses the requirements and dependencies to meet the 'records management policy' objectives.

The records management strategy aims to provide:

- Compliance with records management processes, contractual obligations, service level agreements (SLA), and legal and statutory requirements as specified in the records management manual
- Protection of personal data privacy
- Accuracy as well as faster and smarter processing

Infosys RMS services

The Infosys RMS provides the following services to its clients:

- **Speed post tracking facility**

Speed post envelopes/articles are directly sent for opening. Since tax process is time-bound, it has high chances of receiving grievances from the customers demanding the proof of delivery (POD) of articles.

Infosys provides a solution wherein speed post envelopes can be tracked using hand scanners, thereby capturing the tracking number for future reconciliation with the post office and to handle grievances efficiently. These scanners automatically capture the tracking number of the speed post and create a corresponding internal tracking number along with the date for further reference.

- **Enhanced processing and validation of physical document**

As a part of the RMS process, once the envelope is opened, the team manually affix the date stamp and serial number on the documents. This facility primarily helps to track the receipt date of the article, and also, the serial numbers help track the number of physical records verification forms received for the given assessment year.

Infosys partnered with the vendors to procure specialized scanners with imprinting options to automatically imprint the date and serial numbers, while the physical records gets scanned.

This helps to reduce the non-value added tasks and improve on the time and accuracy of the tasks performed.

- **OCR validation**

Infosys introduced the mechanism to validate the physical record details available in the document with the information available in the online portal. The optical character recognition (OCR) tool picks up key data from each record and enables the record system to form a cluster into bundles of 500 lots. These bundles are then capsuled in a virtual carton of image repository which is linked with physical cartons.

All these bundles with images are moved to dedicated servers through scheduled jobs without any manual intervention.

- **Systematic storage and retrieval**

Infosys provides a scientific and systematic records storage and retrieval management system to the clients. All the physical documents are securely and scientifically stored to ensure lifespan till destruction and to facilitate easy and quick retrieval when needed. Timely retrieval is extremely important and Infosys assures retrieval of documents within 8 hours on client demand.

The Infosys RMS services also include:

- Setting up policies and standards
- Assigning responsibilities and authorities
- Establishing and promulgating procedures and guidelines

- Providing a range of services related to the management and use of records
- Designing, implementing, and administering specialized systems for managing records
- Integrating records management into business systems and processes

Case study: Making the client's records management compliant with ISO standards using Infosys RMS

The primary purpose of our client, a department of GOI (Government of India) is to collect and manage direct taxes from the citizens. As part of their exercise, the citizens are required to comply with certain rules and regulations. In this regard, department has chosen Infosys as a partner for delivering the client services to these citizens. A Master Service Agreement has been signed, listing out various services to be provided to the citizens under the supervision of the department using technology, business process re-engineering, and transformation to give a transparent and world class service to customers in a timely and accurate manner. One of the key pain points of the department was managing the physical records with a systematic storage and retrieval system. A world class solution that meets ISO 15489 Standards was then crafted, implemented and maintained for this purpose by Infosys.



Client challenges

The documents received from customers are highly confidential and require the utmost attention and compliance. Forecasting the high inflow of physical records/documents, it was extremely challenging for the client to systematically store the documents. It was even more challenging and important to retrieve the document when needed within a short span of time.

The Infosys RMS solution

Infosys designed, developed, implemented, and maintains a records management manual that consists of the processes, procedures, and workflows of records management. The key objective

of the manual was to map the compliance of records management functions and processes to the provisions contained in ISO 15489-1:2001 standard.

Records management has close links with other strategies and policies relating to information management, information technology, risk management, data privacy, security, business continuity, and data quality and validation.

Value delivered

Over the past 7 years, Infosys has ensured systematic and robust RMS for the client by ensuring 100% compliance towards storage, retrieval, and maintenance of confidential information. On need basis, users are able to retrieve the documents

immediately and within a span of 4 hours, the documents reach the client location from the warehouse. This successful implementation and delivery of RMS during the first two years, Infosys replicated a similar model at the client location for seamless records management system.

With Infosys RMS, the client became the first organization in Asia to be conferred with ISO 15489 certification for records management in the year 2013. This is a testament that an effective, efficient implementation and maintenance of records management system is the key to sustain processes which have a long term impact.



For more information, contact infosysbpm@infosys.com

Infosys[®]
Navigate your next

© 2019 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.