

CASE STUDY

Gaining Secure Global Access to Distributed Employee Documents

The Challenge

With thousands of hotels in over 60 countries and multiple well-known brands, this organization is one of the world's most diverse hotel companies.

The company's 30,000+ employees serve in a wide variety of roles, ranging from corporate positions to hotel staff; a significant majority of these roles are field-based, and in some cases, the use of on-site digital employee HR documentation isn't feasible. At the same time, the company's breadth and scale, coupled with the structure of its workforce, make it critical to have an effective solution in place to bridge the gap between paper and digital HR files.

Geographically distributed workforce across time zones and continents

The company needed an easier way to quickly and securely share employee documents from their hotels

and properties from continent to continent without the hassle of delays due to distance.

Not always practical or possible to create digital documents on-site

Many hospitality employees do not have access to computers on the job, so they are not able to complete digital forms on-site.

Security and access controls around sharing of information are mission-critical for HR team

The organization is committed to employee data security through permissioned online access rather than sharing via email or sending paper files.

The Solution

Migrating To A Digital Platform Makes Retrieving Field-Based Employee Files Simple

Industry	Location
Hospitality	8000 U.S. and International
Employees	Solution
30,000+	CartaHR



For a global company like ours that's spread across not only the U.S. but around the world, it's critical to be able to access employee files easily and efficiently from anywhere...in the old days, you'd have to fax or take extra security measures with confidential files, but now we can just share them securely from within the application.

- Senior Director of HRMS

CartaHR enables the organization to bridge the divide between digital and hardcopy records quickly, easily and securely, freeing up the HR team's valuable time to focus on serving the needs of the business.

Efficient bridge between physical and digital employee documentation

In an environment where ready access to digital HR forms may not always be possible, capturing HR documentation in paper format and converting it to digital for storage within the cloud-based CartaHR platform enabled the HR teams to reduce the amount of paper stored on-property, while at the same time merge digital and physical documents onto a single platform.

Easy access to views of employee HR files in real-time from across the globe

Document indexing and retrieval allows quick and secure access to employee files no matter where the employee works. Compliance and certification or licensure reviews and audits that might have taken days in hardcopy format can be completed in a matter of minutes.

Straightforward mechanism for secure sharing of files within organization and with outside counsel

Secure file rooms with timed links and granular permissions on the CartaHR platform make sharing individual employees' HR files (or if preferred, just individual documents within those files) quick, easy and secure.

About Access Access is the largest privately-held records and information services provider with operations across the United States, Canada, Central and South America. Access enables clients to better manage their information, control their risks and transform their businesses. Access' comprehensive suite of information governance services includes records storage and information management in physical and digital formats, data protection, secure destruction, scanning and digital document conversion, and data breach reporting services as well as CartaHR, Access' cloud-based HR document management software.

To find out how Access and CartaHR can help your business, contact our team today at 1.877.345.3546

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