



Case Study: Open Eir

Enabling access to key information
for Open Eir

Document Scanning
& Data Capture Solution

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Open Eir

Case Study

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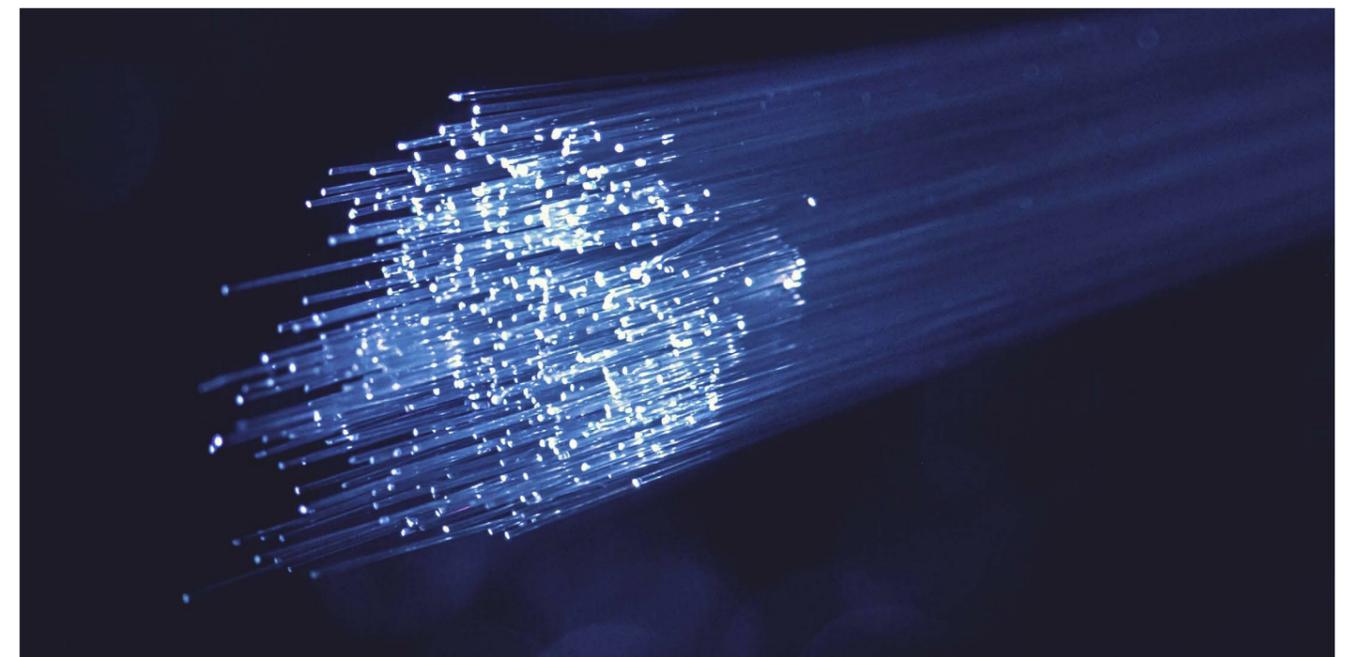
01

Customer Background



Open Eir is the largest wholesale telecommunications operator in Ireland, providing products and services to national and international wholesale customers across a range of regulated and unregulated markets. Every day on behalf of their more than 40 National and International communication service provider customers, open eir connect hundreds of Irish homes, businesses and communities to high-speed fibre broadband.

open eir are rolling out a full fibre gigabit network to over 1.9 million homes and business across Ireland. Already open eir have completed 800,000 of their 1.9 million commitment, investing €500m into Ireland's Fibre to the Home (FTTH) network. By 2026 open eir will have delivered access to super-fast Gigabit broadband to 84% of premises in Ireland.



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Background to Project



Open Eir put in place contractual agreements with all new wholesale communication service provider customers they onboard. To manage the formation and status of these agreements, open eir deployed a contract management platform. With this shift to digital they also embraced electronic signatures. The adoption of these technologies enables the open eir team to minimise risk, quickly access key contract details, and collaborate efficiently.

Legacy agreements however were in physical form. While organised efficiently in archive boxes and securely stored, only one person could retrieve them at a time and entire agreements would need to be reviewed in order to find key information. This was a time consuming and costly process that delayed reviewing contractual agreements with existing customers.



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Solution



As part of its drive to become more agile, open eir set about to incorporate paper based legacy agreements for existing customers into their contract management platform. After proposing a value driven bespoke solution that met all of the key deliverables, Glenbeigh Records Management (GRM) was selected as a partner to manage this digital transformation project.

At the outset of the project GRM worked with open eir to formulate a profile of the required digital output by carrying out a pilot project. The final agreed profile was built on GRM's Kofax Total Agility (KTA) scanning workflow in preparation of receiving the full tranche of open eir hardcopy contract files and the secure transfer of the archive boxes to the GRM document scanning facility was organised.

GRM have deployed Opex Falcon scanners, which are universal document scanning workstations that enable operators to prep, scan and index files at the one workstation. The Opex Falcon is proven to produce high quality images, from all types and conditions of paper. Each operator activated the open eir scanning profile on their workstation

before carefully prepping and scanning each agreement in line with the agreed requirements. The scanned agreement was then indexed as per the agreement type, customer, and date; while the physical agreement was returned to its original archive box.

Post production the scanned agreements were processed through optical character recognition (OCR) software to make each file a searchable PDF. After the digital files passed quality



assurance, they were transferred electronically using a secure transfer portal to authorised members of the open eir team. They then imported them into their contract management platform using the file indexes that GRM had created.

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Benefits



The document scanning and data capture solution provided by GRM has enabled open eir to achieve its main goal of fully incorporating legacy agreements into their contract management platform. Now authorised members of the open eir team can not only quickly search for specific files, but identify key information within those files. This saves the team a huge amount of time and allows them to collaborate more efficiently.

“GRM provided an excellent service which was tailored to meet our specific requirements. The initial sample scan from our paper based legacy archive provided reassurance around the quality, labelling and format of the documentation for our new electronic archive. GRM provided regular updates throughout the process and delivered the project within the expected timeframe.”

Liam O’Riordan
Head of Programme

Conclusion

The way we work is changing at a breath-taking speed and shifts to digital ways of working are now accelerating. Organisations large and small require solutions that make instant access to key information possible, efficient collaboration achievable, and high customer satisfaction levels attainable.

By partnering with GRM on this project, open eir has transformed their legacy contract management function and can now fully reap the benefits provided by the adoption of digital workflows.

If you have physical records that need to be incorporated into a digital workflow, GRM is here to assist with your digital transformation. We provide an initial, no obligation free consultation, followed by a detailed proposal. Before we commence any project, we also carry out test scanning of your records for review and approval.



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