

Case Study



Cegeka Streamlines Data-Center Visits with a Digital Workflow from Kofax

Every month, around 150 people visit Cegeka's data centers across Europe. To avoid the cost, complexity and business risk of managing its visitor sign-in process using paper forms, the company deployed a digital workflow supported by Kofax AutoStore and Kofax Business Connect. Today, the company saves hours of manual work for its data-center employees, enabling them to focus on critical management tasks.

Unlocks
Operational Cost-Savings

Reduces
Time Required to Perform
Key Tasks

Delivers
Rapid Return on Investment

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Meet Cegeka

WWW.CEGEKA.COM

Cegeka is a leading European IT solutions provider. The company specializes in multi-cloud services, cloud orchestration, managed services and optimization of applications, infrastructure and business processes, and takes care of the development and integration of applications, ecosystems and platforms. The group employs nearly 5,000 people across Europe, and in 2018 achieved a turnover of €512 million.

Products in Use

Kofax AutoStore
Kofax Business Connect

Focus

Document Capture, Workflow Automation,
Enterprise Mobility

Challenge

The IT industry knows all too well the ramifications of inefficiency and lax security. For European IT provider Cegeka, which runs three data centers in Europe, tracking and monitoring visitors is critical.

In the past, the company used a paper sign-in system and stored paper logs of who had been in its data centers, the reason for the visit, and a copy of an identification document.

The time-consuming process for signing in visitors and retrieving visitor logs diverted time from data center operations, as employees processed 150 visits per month. As well as requiring significant amounts of manual work, Cegeka's paper-based approach increased the risk of logs being misfiled or misplaced.

To solve the challenge, Cegeka's Shared Technology and Infrastructure Delivery (STAID) organization targeted a digital solution to keep track of data-center visits.

“Kofax AutoStore is helping us to achieve our goal of becoming paperless. At the same time, the solutions have streamlined our operations, making us all more efficient and productive.”

Christophe Briers, Data Center Manager, Cegeka

The company aimed to find a cost-effective document capture and workflow automation platform that was easy to use and develop. Integration was also an important requirement, and Cegeka wanted a solution that could connect with the suite of web services it used to support its data-center operations.

Solution

Cegeka turned to its trusted multi-function printer (MFP) provider for recommendations. Cegeka's MFP provider recommended two solutions from Kofax to meet its needs: Kofax AutoStore and Kofax Business Connect.

Kofax AutoStore captures and delivers paper and electronic documents to the appropriate business application, while Kofax Business Connect provides the ability to capture and submit documents through mobile devices.

The combination of the two solutions allows Cegeka's visitors to complete an online form ahead of their data-center visit. The solution creates a record, and when the visitor arrives at the data center, an employee adds a photo of the visitor's identification document. When the visitor is ready to check out, they simply record the end of their visit via the same online form. Finally, the Kofax solution converts the record into a PDF and sends it to a database for storage.

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Results

The combination of Kofax AutoStore and Business Connect has helped Cegeka eliminate multiple steps in the visitor sign-in process.

Before it deployed the Kofax solutions, Cegeka employees spent several hours each month processing data-center visits. By automating the visitor registration process, Cegeka has freed its employees to focus on day-to-day data center management. Additionally, Cegeka no longer needs to print and file 15 double-sided sign-in sheets each day. The entire process is now digitized, simple and efficient.

Cegeka saw reduced costs from implementing the products right out of the box. The company immediately saved money on paper, toner and the storage of paper logs. Employee productivity improved, along with security and compliance, as the solution removes the risk of misfiling or misplacing paper logs and related documents.

Capturing documents with Kofax Business Connect has also boosted the productivity of the company's mobile workforce significantly. Christophe Briers, Data Center Manager at Cegeka, comments: "Kofax AutoStore is helping us to achieve our goal of becoming paperless. At the same time, the solutions have streamlined our operations, making us all more efficient and productive."

Cegeka also benefits from hosting Kofax AutoStore and Business Connect on-premises. The company's own employees manage the solution, and find it simple to administer and use. Because the Kofax solutions integrate with Cegeka's other digital tools via web services, the company is realizing its cost-efficiency goals.

For Cegeka, Kofax provides the ideal technology stack to support its mobile workforce and drive its visitor registration process. The company saves time and money—enabling it to better serve its customers and keep its data centers protected.

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