



EASY RETRIEVAL OF LEGACY DOCUMENTS THROUGH DOCUMENT CONVERSION

METSO MINERALS

Metso is a world-leading industrial company with headquarters in Finland. They provide equipment and services for the sustainable processing and flow of natural resources in the mining, aggregates, recycling and process industries. Metso is a global organization employing over 14,000 people in more than 50 countries.

THE CHALLENGES

Many of the documents housed by Metso Minerals must be maintained for life. The York, PA location leases a 10,000 square foot facility specifically for the storage of mission critical documents. These documents range in size a great deal – including standard 8.5” x 11” documents to large format plans, aperture cards, wide format drawings, and microfilm. The facility holds 1.2 million aperture cards alone. As these documents often contain information needed for maintenance of existing equipment, the process of finding data as needed could be cumbersome.

Equipment and parts manufactured by Metso Minerals have been running for decades. If a part breaks, the schematics needed to remanufacture it and get things up and running again could be found among the millions of documents stored in the York warehouse.

When a request would come from a Metso plant for a part number, an employee in York would have to write down the data needed, go to the warehouse and then physically go through documents to find the

right information. A copy would be made, and it would ultimately find its way into the hands of the requester.

In addition to the problem of the lengthy searches and response times, normal wear and tear also put these important records at risk. Many of the original documents were up to a century old.

To properly maintain all the records and ensure backup digital files were available in the event of a disaster, Metso Minerals reached out to the Document Conversion experts at HIG as a partner in digitizing the records.

Digitizing records would not only ensure the preservation of the data in the event of a disaster but would also offer the additional benefit of simplifying on-demand imaging and sharing of the information.

Key Challenges

- Original document archives stored in warehouse, resulting in costly and time-consuming retrieval times
- Some original documents potentially subject to deteriorate with time
- Original document archives stored in warehouse posed serious potential loss in a disaster
- Variety of document sizes made it difficult to easily view and manage

HIG SOLUTION

The team at HIG was eager to partner on the large-scale project and be a part of the solution. Metso Minerals had previously used HIG's document storage services and was familiar with their expertise in the area of document management and conversion. Ultimately HIG was awarded the multi-year agreement to scan millions of documents and securely return the originals and deliver the digital files to Metso Minerals for integration with their document management solution, OnBase software.

Metso Minerals uses OnBase – a platform for managing content to easily locate and share the records that are now in digital format.

Metso Minerals now has
MILLIONS OF DOCUMENTS
securely backed up!



"I have been extremely pleased with our company's experience working Higher Information Group (HIG). We have been working with HIG for several years now and they continue to impress me. I first brought them in to quote a job scanning our hard copy files and other intellectual property to convert it to a digital format and storage. They not only gave us a good and fair price but helped us problem solve the best way to make that job work for our specific needs. I realize that is what we were paying them to do but they continually go the extra mile. HIG is not just be a service provider for us but they have become a true partner in many of our projects. I have been so impressed with their performance that I have had them quote several other services for our company. In the few years we have been working with HIG, they have won several service contracts with our company and I am happy to have them as part of our team."

R. Brian Richter M.Ed.

Facilities Manager, Metso Minerals Industries Inc

KEY RESULTS

Along with a faster and easier method for finding information, Metso Minerals now has millions of documents securely backed up. Employees can spend their time on essential and productive activities and less time searching for information.

- **Enhanced security.** Now that vital records are in digital format and integrated into Metso's OnBase Document Management system, the data is backed up and secure.
- **Greater information availability.** Metso Minerals team members have access to easily locate documents and share globally as needed.
- **Increased productivity.** Having easy access to digital images that have been indexed by keywords reduces the employee time necessary for handling, storing, retrieving and distributing.



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