



Restore
Digital

The Energy & Utilities sector brochure

Customer focused.
Innovative.
Digital.
Operationally great.

www.restore.co.uk/digital

#RestoreAnswers

The energy industry is changing. New competitors are emerging. The landscape brings new opportunities for different, more agile business models. This is driving innovation, as customers demand enhanced products and services. The sector is transforming making themselves customer focused; innovative; digital and operationally great. These haven't historically been characteristics attributed to this sector.

Restore have supported the energy sector in each division:

Restore
Records Management

Restore
Digital

Restore
Datashred

Restore
Harrow Green
Moving Professionals

Restore
Technology



Records

Restore **Records Management**

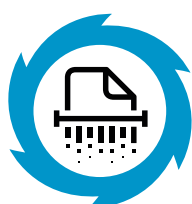
The largest UK owned Records Management company. Storing and managing business-critical documents, back-up tapes and heritage items, with a range of online management and retrieval options.



Digital

Restore **Digital**

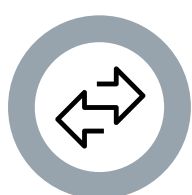
Digital transformation solutions, document scanning with cloud-based EDM systems, and streamlined data and workflows. Restore Digital ensures security and compliance with the highest industry standards.



Datashred

Restore **Datashred**

Are one of the leading providers of document destruction in the UK, with 12 secure shredding centres across the country, providing scale, efficiency and unrivalled value to customers.



Relocation

Restore **Relocation**

As the market leader in commercial relocation, we specialize in creating effective workspaces, as well as business and technology moves and storage for all sectors, focusing on customer led approaches.



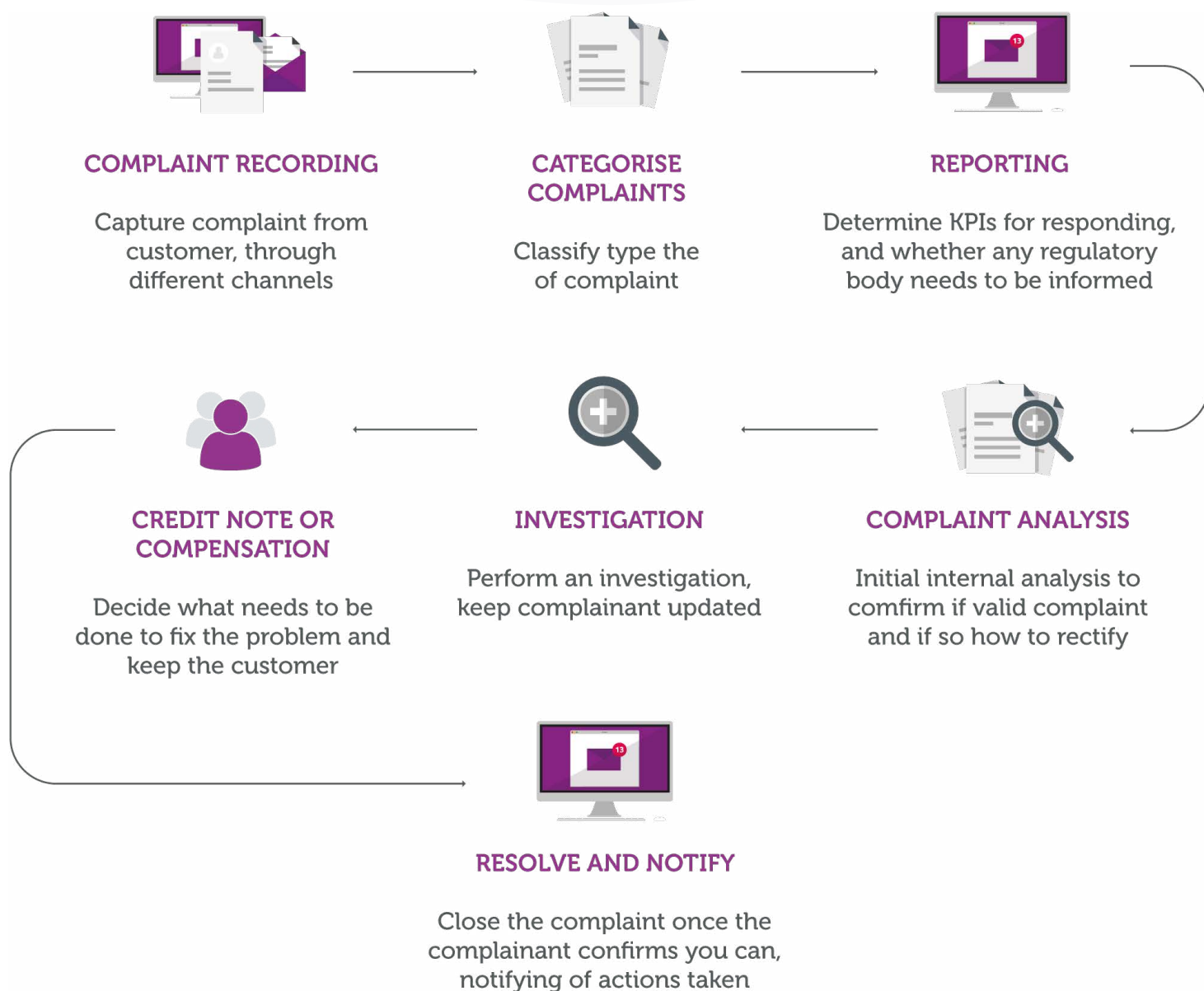
Technology

Restore **Technology**

The complete set of services for information technology assets. From installation, relocation, resale and recycling, Restore Technology can optimise and manage the entire hardware journey.

Restore Digital's Services

1. Automated workflows (complaint process)



Complaints can enter a business in various ways. Postal complaints are still prevalent. To many, 'putting it in writing' feels the most formal and official way to raise a complaint.

However, they can be through a telephone conversation, email, or increasingly social media.

Collating and digitising this information not only speeds up the processing of complaints, but ensures they are all digitised and allocated to a claim handler with speed.

Robotic Process Automation pulls the relevant information can into an internal database. It can also add a PDF of the original document. RPA can add a suitable complaints handler. And automated emails can notify them of their allocation. RPA can also auto-generate emails to the complainant informing them of:



Receipt of the complaint



Name of the claim handler and relevant contact details



The next steps and time frames



How and when they'll be informed



A copy of the Complaints Handling Procedure



Asking for preferred contact method.

Ai allows a computer to read unstructured data. Gleaming information from handwritten letters. Or ones that don't involve completing pre-defined boxes etc.

Understanding the tools available



RPA

Rules based
automation of
routine tasks



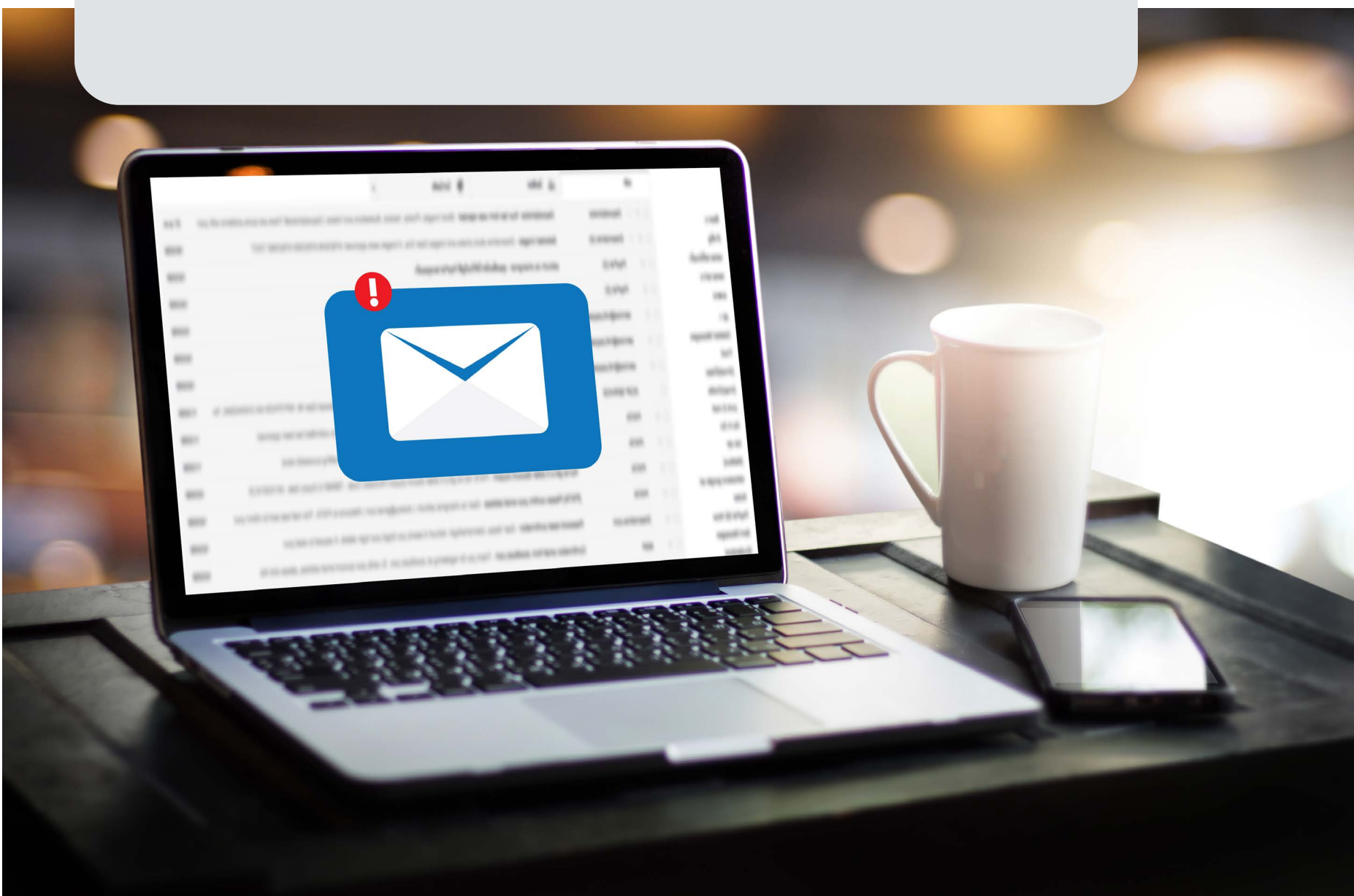
Advanced analytics

Capabilities
used to analyse
unstructured data

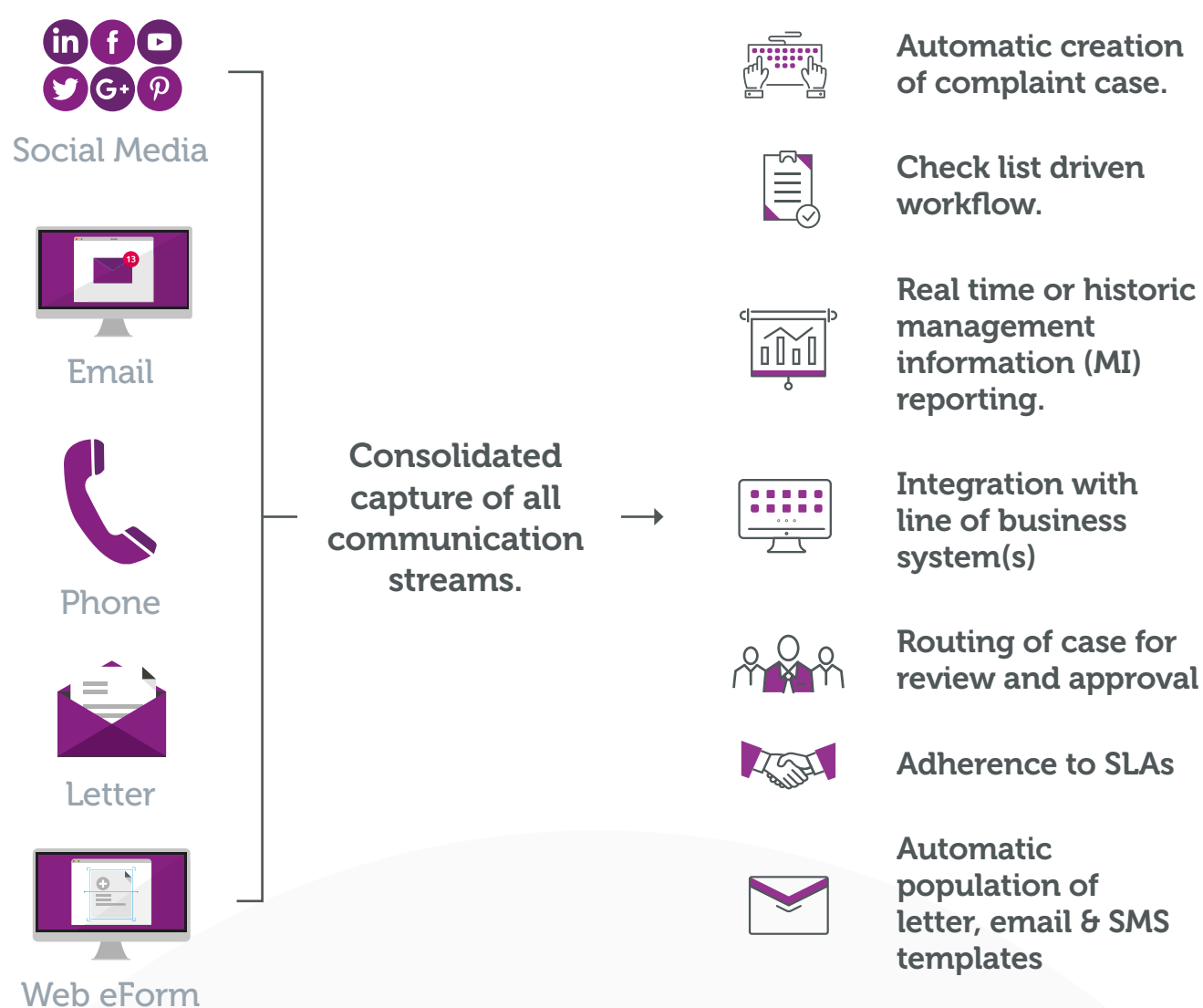


Cognitive capabilities

That mimic
human learning &
decision making



Consolidated communication streams



The easiest things that can make the complaints process better are:



Keeping the complainant up to date



Meet all time sensitive KPIs.

A digital complaints workflow overlaid with RPA and AI would achieve this through automation.

Convert complaints to tickets

An unhappy customer will reach out through any channel available to them. You can keep tabs on all customer complaints by converting interactions into tickets. This creates order and an audit trail.

Automate for quicker resolution

Automate the process of complaint management. From categorising and prioritising. To assigning the customer complaints to the right complaints' handler. You can also add pre-formatted responses for:



Repeated use



Frequently reported issues



Sudden spikes in complaint volume

RPA is also flexible, making it business enabling and IT friendly. It can be deployed alone or with other tech across the claims value chain. For example, robotics can:



Automate discrete tasks or activities



Work in consort with other systems or transaction processing, data manipulation, communication and reprocess triggering



Facilitate straight through or “no touch” processing, alongside analytical tool sets, and other cognitive tech, such as machine learning and natural language processing

Benefits

Automated Simple tasks

Traditional complaint team have many simple repetitive tasks. These take away time from effectively supporting their customers. AI and RPA release complaint teams of many of these burdens. They can concentrate on adding real value to the complaints process for the customer. This in turn will help the bottom line. The complaints team can spend time preventing less people leaving the company.

Understand and predict complaints

Historically the emphasis has been on RPA, and automatically entering data into systems. The next stage is to harness the power of AI. The desire to use AI is increasingly coming board level down.

Complaint Teams are an obvious starting point. They have plenty of historic data a machine can learn from, and clear ROI for measuring success.

AI can spot new trends. Alert you before they grow into major complaint points for your organisation. It can manage social media channels. And respond to the small complaints often posted on there. Freeing your complaint team to focus on more complicated issues.

It can also predict your customers' behaviour. Understand their trigger points. Linking up data silos so issues are known and then resolved quickly.

2. Omni-channel digital mailroom

Initial sort of the incoming mail

Mail will come from:



PO boxes



Email
attachments
to a central
inbox



Faxes



Social Media

A pre-open sort will take place, classifying:



White mail



Spam



Suspect

- Free form, unstructured letter
- Compete form, usually in a pre-printed return envelope

Any agreed SLAs will then be prioritised, e.g. returned forms over unstructured mail.

Pre-scanning preparation and scanning

Once envelopes are opened each sheet of paper will be assessed to determine the quality and whether it can be scanned. We have a fleet of scanners and an experienced team in handling all document types and condition.

Part of the process is to asses:



The quality of the original – does it need improving, and if so, can we improve ready for scanning?



Does the image need toggling? I.e. carbon copies may need colour toggling to ensure scanned images doesn't grey scale.



If damaged, can we repair?

Generally, we prepare files by removing staples and other bindings. And checking for items such as Post-it Notes obscuring data. We move these to either a blank part of the page or onto an inserted blank page. We photocopy poor quality or fragile pages to ensure not further damage.

We insert barcode dividers to show where the documents split electronically.

At this stage we will also filter out any unscannable or cherished items. Any that are unscannable have barcoded header page replacement. This links the item to the specific mail item.

We scan cherished items, like birth certificates. But if required we return the hardcopies to the individual. Similarly, cheques can be out sorted into a workflow and banked if required.

Restore Digital has the largest scanning capacity in the UK. Operating for nine core scanning facilities, plus client sites. All our scanners can capture up to 600dpi in black and white, full colour or greyscale. Captured in TIFF format and then exported to the agreed profile as part of the solution.

We design and configure the scanning output to your exact requirements. To assist with this, we create samples as part of the pilot to aid you in defining your required output sizes.

- File types (e.g. PDF, editable PDF, TIFF)
- Correct colouring
- Timescales.

For most mailrooms we scan to black and white and 300dp. We will agree this through our "Statement of Works".

We operate a BS10008, BS90001 and BS27001 quality management process across our sites. Our tracking system allows us to track and report on the number of documents received each day. The number of documents scanned and the quality output. We match the figures to ensure 100% compliance.

The operator performs the first level of Quality Assurance. They check the page to image, as they scan the document.

In summary, we undertake the following quality checks as standard:



Preparation files confirm with internal and your specifications.



Data is correctly formatted and matched.



Automatic indexing through barcodes, ensure technology is working alongside image quality.



Final images meet specifications.

Classification of structured mail

Visual classification logic analyses the form and structure of each document. It automatically decides the classification of the document as (for example):



Contract



Letter



Invoice



Customer form



**Customer
questionnaire**

Ideally, any customer forms created by you would contain a barcode. This barcode would contain information to make classifying and extracting information, more accurate.

Even when a barcode isn't on a structured mail item, we can teach our systems to recognise the forms and classify.

Classification of unstructured mail

We cannot classify every document by pre-defined visual characteristics. If the document is generic or lacking page structure for example. Like an email or traditional letter. The document may be a customer complaint or change of address which has a workflow we can route it through. At this stage we would classify by automating the analysing of text for key words and phrases.

Optical Character Recognition (OCR)

OCR is the conversion of typed, handwritten or printed text into machine-encoded text.

We would push any exceptions into an “exceptions” workflow, for manual intervention. Each manual intervention feeds into our software. We use Ai to make the software learn from each exception. Reducing the need for manual intervention over time.

Once we have classified the documents, we can apply the SLAs. This will ensure the system prioritises mail as per your business need.

Data extraction

Data extraction is a key element of the mailroom process. It is the start of automation and operational efficiency. Not everyone requires this service, and a more basic digital mailroom is enough. Extraction and automation allow your mailroom to work harder for you. Providing ROI and operational efficiencies.

Once classified, being able to extract information such as:



**Invoice
number**



Client name



**Invoice
amount**



PO Number

This removes a layer of manual intervention. This information can automatically move into your internal databases. Preventing manual re-keying of information.

There are three main tools for unlocking this data:



Optical Character Recognition (OCR)

The conversion of typed, handwritten or printed text into machine-encoded text.



Optical Mark Recognition (OMR)

The process of capturing human-marked data from document forms such as surveys and tests.



Intelligent Character Recognition (ICR)

Is a handwriting recognition system that allows fonts and different styles of writing to be learnt.

Automated data validation

Sometimes the extraction process flags data as “unclear”. Restore or yourselves can manually check. Using an easy user interface, where the system highlights fields requiring verification. The validation software is self-learning. When manual intervention takes place, the software learns from the process. Limiting future manual interventions.

Cognitive capabilities transform the way mailrooms can add value:



The understanding and interpretation of unstructured data



Learning from past experiences to improve current tasks



Engaging with humans to improve interaction and experience.

Our software can also process forms and confirm if forms are correctly completed. For example, highlighting ones which haven't followed the rules:



All boxes ticked



Marks which might or might not be a "tick"

In the ideal scenario we would validate against a data set/ data feed. For example, matching a policy number from a letter, to a current policy number within your data set. The Restore solution can also flag within a workflow where addresses don't match up, or whether a policy has expired etc.

Workflow and automation

The system can push the images into an internal system already within your business. Or a Restore EDRMS platform, like DocuWare.

This includes any meta data. DocuWare, for example, can configure to either:



Have workflow folders. Your teams can access the appropriate folder and begin processing the days mail.



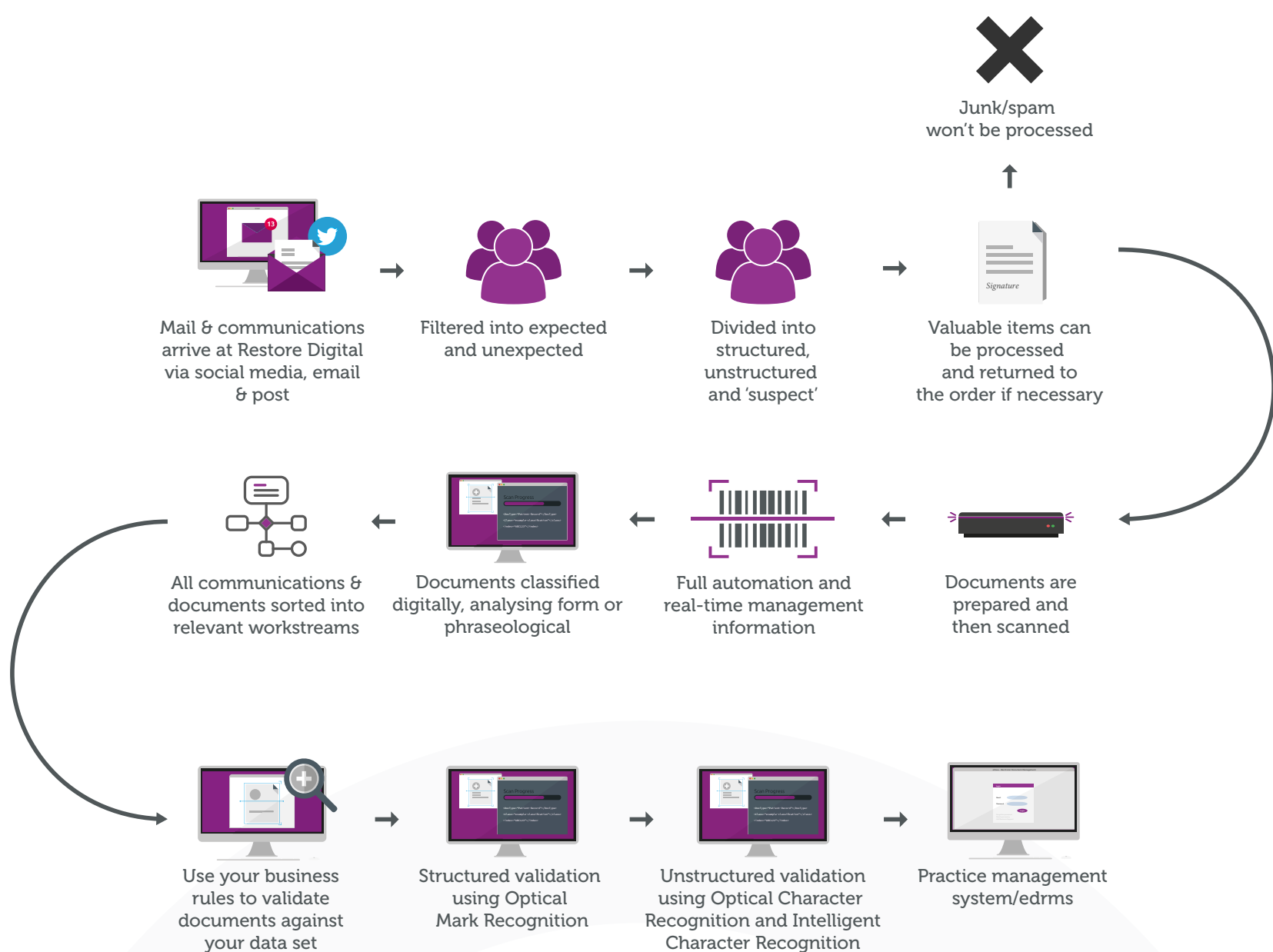
Can store the day's mail for reference. But the extracted information is "talking to" your internal databases. For example, it matches a document classified as an invoice to a PO within your Accounts Payable systems. The invoice details added to the AP system, saving your team the manual data entry.

Another example would be AI updating your CRM system of an address change.

Management Information and Reporting

Management Information is available in real time. This provides you with insight early in the day of the quantities of each type of mail that has arrived that day. This allows you to resource accordingly.

We supplement this with monthly reports. The list quantities of mail items processed, and our performance against agreed SLAs. This is where you can define which type of mail needs processing by what time of the day.



Benefits



Increase customer satisfaction

Respond faster with automated mail classification and routing.



Accelerate transactions

Accelerate the time to realising revenue by making information available and into internal systems faster.



Increase visibility and control

Gain real time knowledge on information entering your organisation.



Reduce operating costs

Reduce the costs of sorting, organising and manually tagging documents.



Same day digitalisation and indexing

Fast turnaround of the daily post, with service level agreements that mean relevant information gets to the right person fast.



Scalable

Manage your peaks and troughs of mail without incurring unnecessary overheads.



Security and compliance

Fully auditable from receipt, and once electronic, easily manage retention periods and permissions.

3. Archive scanning

Restore Digital's backbone are our state-of-the-art scanning centres located across the UK. These centres flex up and down. Allowing us to manage peaks and troughs. Running 24/7 provides us with the largest single scanning capability in Europe.

Fundamental to our scanning centres is security. It is this commitment that has made us long-term partners with:



The NHS



The MoD



The defence and aerospace supply chain



Government departments and agencies



Utilities industry



The nuclear decommissioning organisation

With:

Certifications

BS standards

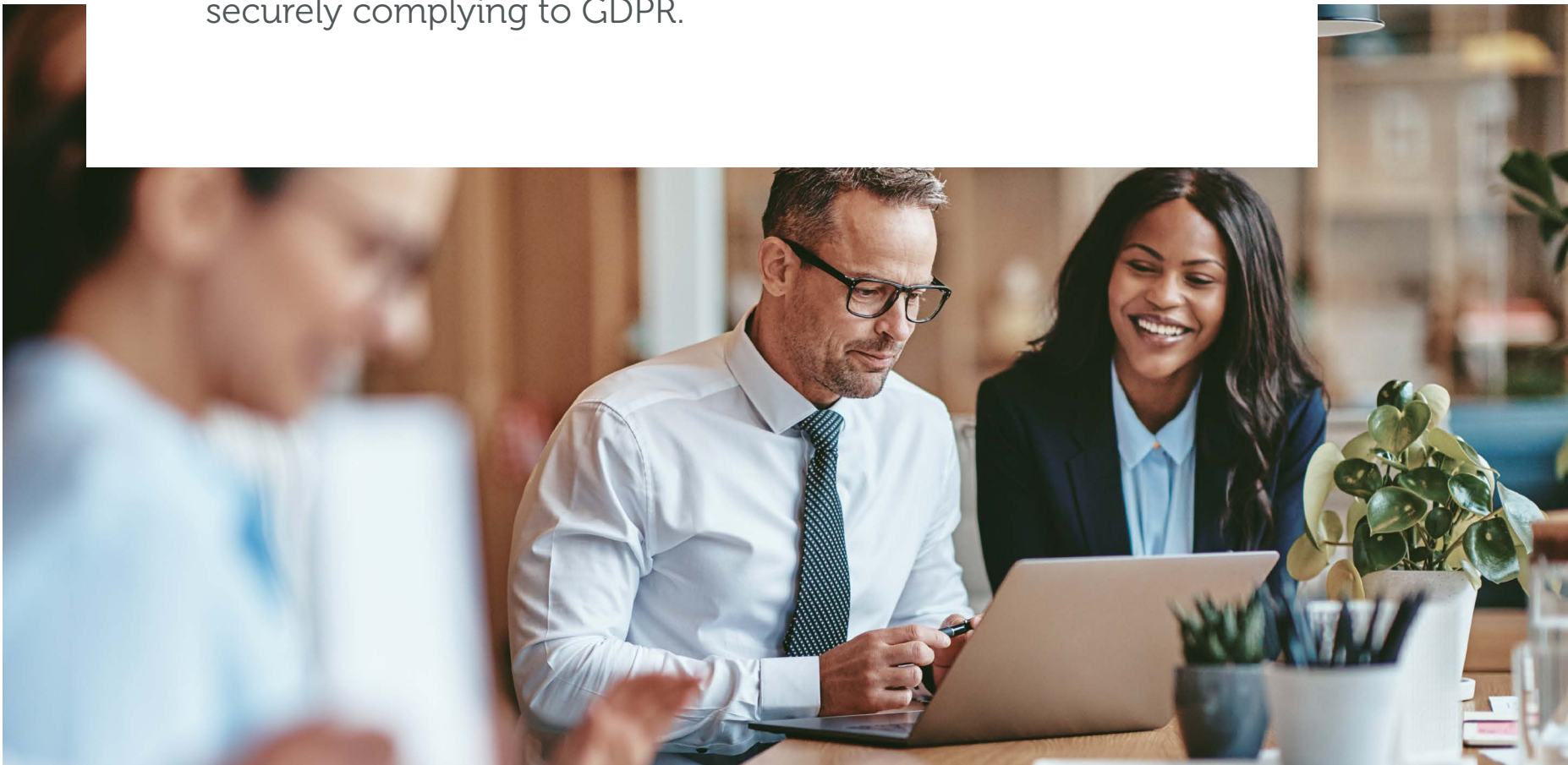
Place of Deposit Status

Cyber Security Toolkits

Restore are a safe pair of hands. Digitalising and storing confidential information.

4. Digital HR

Get ready to deliver a whole new level of expertise, transparency and value to your colleagues. Restore have supported HR Teams to centralise, organise and secure their employee records – improving processes from recruiting to annual reviews to talent management, whilst easily and securely complying to GDPR.



DocuWare drives value from day one

Go paperless

Digitalise your paper records and eliminate disorganised shared drives. Organise all records in one secure home and access critical information within seconds.

Ensure privacy

Give your entire organisation peace of mind when you protect sensitive employee information with secure access rights and data encryption.

Support self-service

Make significant strides in empowering individual employees, managers and HR colleagues with self-service capabilities, from basic searching to portal integration.

Stop wasting time

Repetitive and manual data entry, endless searching for documents, emailing unresponsive managers and other menial tasks can all be simplified and automated.

How does DocuWare work?

Start simple: provide a central, secure home for each employee's documents. Then introduce key workflows when ready to standardise processes and approval chains.

Recruiting

Create job postings, efficiently manage the influx of resumes, and use workflows to aggregate feedback from internal stakeholders.

Talent pool

Build a centralised pool of qualified applicants for current and future openings. Search across CVs, cover letters and applications.

Onboarding

Give employees the best possible start by minimising busywork and ensuring laptops and other equipment are ready to go on day one.

Time-off management

Give employees the power to request holidays, personal time or medical leave and track it all from one location.

Legal compliance

Keep confidential information safe with access rights and retention policies to comply with GDPR.

Certifications

Manage certification, applications and renewal reminders for all employees, including trainees.

Employee separation

Automating this process with explicit tasks ensures nothing is missed and the exit process is completed accurately.

DocuWare is ready for teams of any size and shape

Easy cloud model

Simple subscription pricing with no gotchas – every feature is unlocked on day one.

Outlook ready

Runs with Microsoft Outlook for easy access from email.

Solo or together

Integrate with other apps or run the solution as standalone.

Your pace

Start small (just get rid of paper!), extend when you're ready.

Real benefits for HR teams

Demonstrate expertise

No amount of HR competence will help if your processes can't provide a path for your employees to follow your lead. Build confidence as a reliable business partner.

Maintain transparency

Your colleagues are counting on a neutral, transparent business partner. Stay objective through the toughest HR days with secure records and dependable approval workflows that protect you, your team and the company.

Focus on results, not process

Establish a solid and compliant base of secure records management and processes, and you can focus on why you entered into HR in the first place: helping colleagues navigate recruitment, onboarding, annual reviews & more.

Be ready for the exceptions

The world of human resources guarantees one thing: there are always exceptions. With flexible process management and the ability to craft ad hoc workflows, it's no trouble to handle whatever the day throws at you.

Case Study: The Nuclear Decommissioning Authority

The Nuclear Decommissioning Authority (NDA) is a public organisation. Formed following the Energy Act 2004. The organisation's mission is to deliver sustainable solutions. While cleaning up and managing nuclear waste whilst ensuring public safety. This involves monitoring progress of the decommissioning of sites. Setting annual budgets for nuclear clean-up and creating sustainable strategies for waste management.

Original Business Drivers



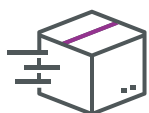
Increase efficiency of records management by having records readily available and easily identifiable.



Promote consistency in records management across the NDA Estate.



Capturing records from a variety of sources. Classifying and filing records in a digital format using the Metadata Standard.



Moving records to the state-of-the-art NDA archive facility.

The challenge

The NDA has responsibility for millions of nuclear records dating back decades. Some are in buildings due for decommissioning. NDA faced the challenge of sifting through records to determine what to destroy. As well as records they could transfer to the specialist archive facility Nucleus. Besides the sifting, record traceability was key. Retrieve documents from the archive repository needed to be easy.

Nucleus houses the UK nuclear industry's records in environmentally controlled conditions. It opened in February 2017. It holds around 20 kilometres of archives from more than 16 nuclear sites. One of the challenges NDA faced was the transfer of thousands of documents from nuclear sites to the archive. NDA secured Restore as its commercial partner to manage the archive facility in Wick. NDA and Restore worked together to gain 'Place of Deposit' status for the archive.

The requirement

NDA wanted to review thousands of records. This needed to be in line with NDA and legal guidelines. Then a decision taken on whether to archive or destroy these documents. Records deemed for archive were indexed on a metadata spreadsheet. Ensuring full traceability once transferred to Nucleus. Those identified as "end of life" records were securely destroyed.

It was critical the programme had experienced management. The provider needed to work under strict confidentiality rules and NDA security guidelines.

The solution

NDA appointed Restore to implement the Sift and Lift programme. This involves staff sifting through records against NDA and legal record retention guidelines. We then determine which records we archive or destroy. Restore follow IMP06 guidelines to capture detailed and quality metadata. This ensures full traceability and enables fast retrieval.

We trained our staff to cleanse records in line with the Nucleus archive standard. By avoiding the degradation of paper, we preserve the records for longer periods. All staff deployed to the programme have a minimum of BPSS level security clearance. They follow NDA security protocols in handling confidential data.

Restore works with the sites where the records originated to update retention schedules. As well as rules surrounding document retention.

Benefits

There is now a rich source of data about the records. This is enabling the identification of documents remotely via an Archive Management System. The systems that Restore have put in place allow for faster retrieval of documents. This is vital for improved access to records for both the NDA and public users.

Restore have improved record traceability. There is now a full audit trail for every document handled by Restore. This mitigates the risk of lost or misplaced documents.

By organising the destruction of documents which are no longer relevant legally, Restore have generated increased storage capacity.

The successful management of the archive by Restore has resulted in 'Place of Deposit' Status. This denotes that exceptional standards in running an archive. Nucleus is one of the largest repositories in the UK to have gained this status. Demonstrating that documents archived are in a secure, state-of-the-art-facility. Preserved in appropriate conditions while cleansed to the archive's high standard.

The team at Nucleus have also contributed to the socio-economic status of Wick. Fundraising for local charities. Working towards reducing unemployment through our ties with local businesses and the recruitment of residents.

"Our specialist contractor, Restore Digital, has worked incredibly hard to secure Place of Deposit status and we're extremely proud of this achievement."

"Restore have worked collaboratively, in an open and responsive manner with NDA in delivering this on-going complex programme"

Martin Robb, Programme Manager for the Nuclear Decommissioning Authority's (NDA) Information Governance Programme, on Restore's management of Nucleus

Case Study: EDF Energy

EDF Energy came to us with a clear goal: to become the UK's leading energy supplier. Effective document scanning and data management is a significant step towards achieving this.

EDF wanted a partner to assist with the delivery of their DIM2 Document Scanning Project. This would integrate their document requirements across:



Human Resources



Finance



Payroll



Pension shared services

EDF's had recently rolled out ImageNow as an electronic document management database. They estimated that over 1.5 million images need digitalising across the departments. Their Treasury Team were set up to scan and index their own documents into ImageNow locally. However, the other departments would need to outsource.

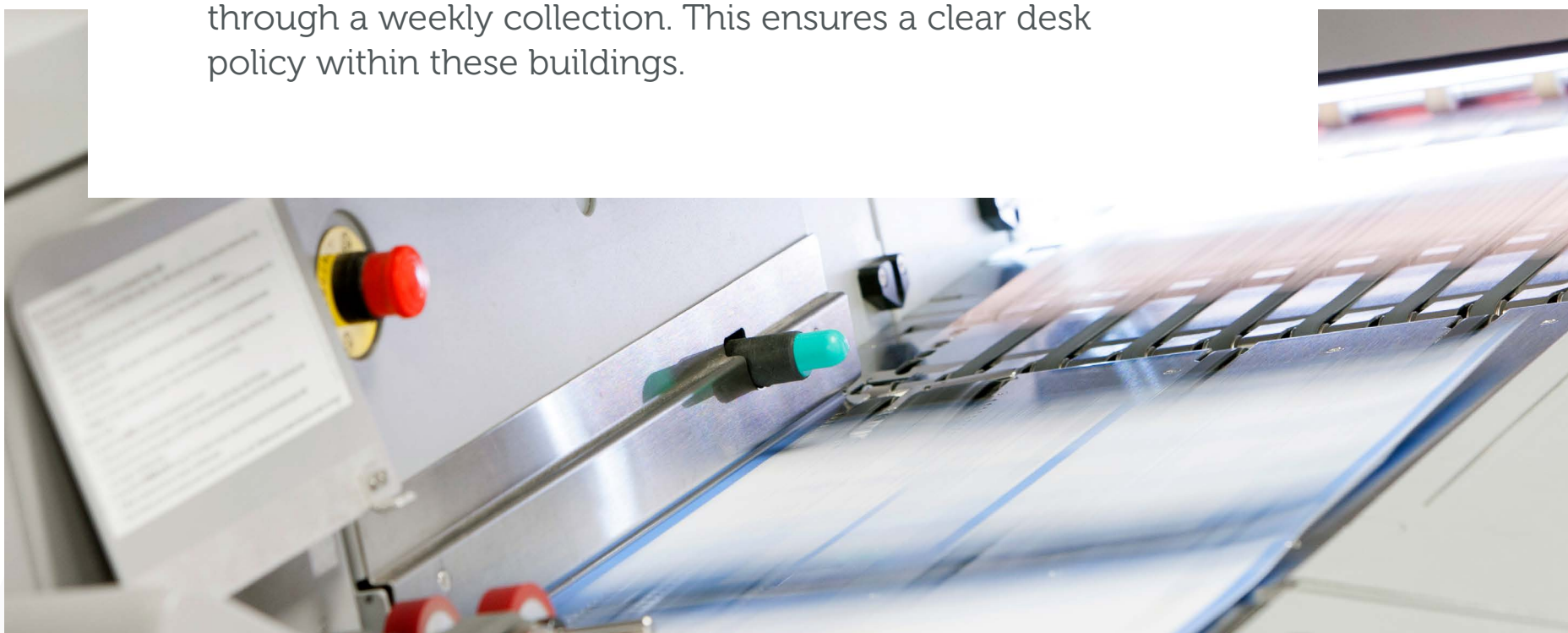
Restore produced batch headers for each document type. Defining the key index fields that we would classify the documents against. The scanning, indexing, classification and upload of 1.5 million images needed completing within four months.

Restore evaluated EDF's requirements and designed a bespoke process map. This matched the required output format. We set up a project team within our main production site. All the EDF work was from a secure area to the strict Service Level Agreements.

Restore Implemented a Two-Phase Solution for the Document Scanning Project:

We logged all EDF document types in the production control system using each unique batch headers. The documents were then scanned, and data extracted from the headers. For example, document type, invoice number, unique reference, employee name and many more. Captured data was then passed through a conversion programme written for EDF. This enabled the images and data transfer into ImageNow. This was via an encrypted SFTP transfer process.

The ongoing requirements are now managed by Restore through a weekly collection. This ensures a clear desk policy within these buildings.

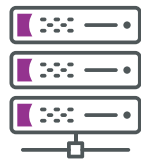


Key Benefits of the DIM2 Document Scanning Project:



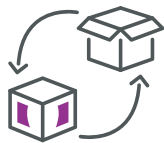
Accessibility

All documents can now be viewed from any of the EDF office locations (London, Exeter or Crawley)



Business Continuity

A plan is now in place - all documents have been backed up securely



Saved Space

The EDF offices have been modernised as a result of reduced storage requirements



Faster Retrieval

Data is loaded directly via SFTP into the EDF ImageNow system within 3 days

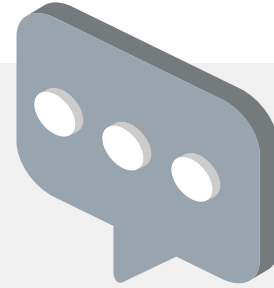
"Restore have continually provided support, flexibility and high levels of customer service throughout our initial implementation, our storm period and to date have worked closely with us to continue to develop and improve the process to benefit us both."

Phil Kaczmarek, HR Team Leader, Employee Services

Who we are

Restore Digital is part of Restore Plc and together we provide the complete solution to organisations' document and data management.

At Restore Digital we help organisations empower their data, with security, auditability and compliance as the backbone.



If you are interested in finding out more.

Get in touch and we'll happily answer any of your questions:

info@restoredigital.co.uk

Join the digital transformation discussion on LinkedIn:

www.linkedin.com/company/restore-digital/

Twitter: [@RestoreDigital](https://twitter.com/RestoreDigital)

#RestoreAnswers

