



Customer Story

CLH AVIATION IRELAND

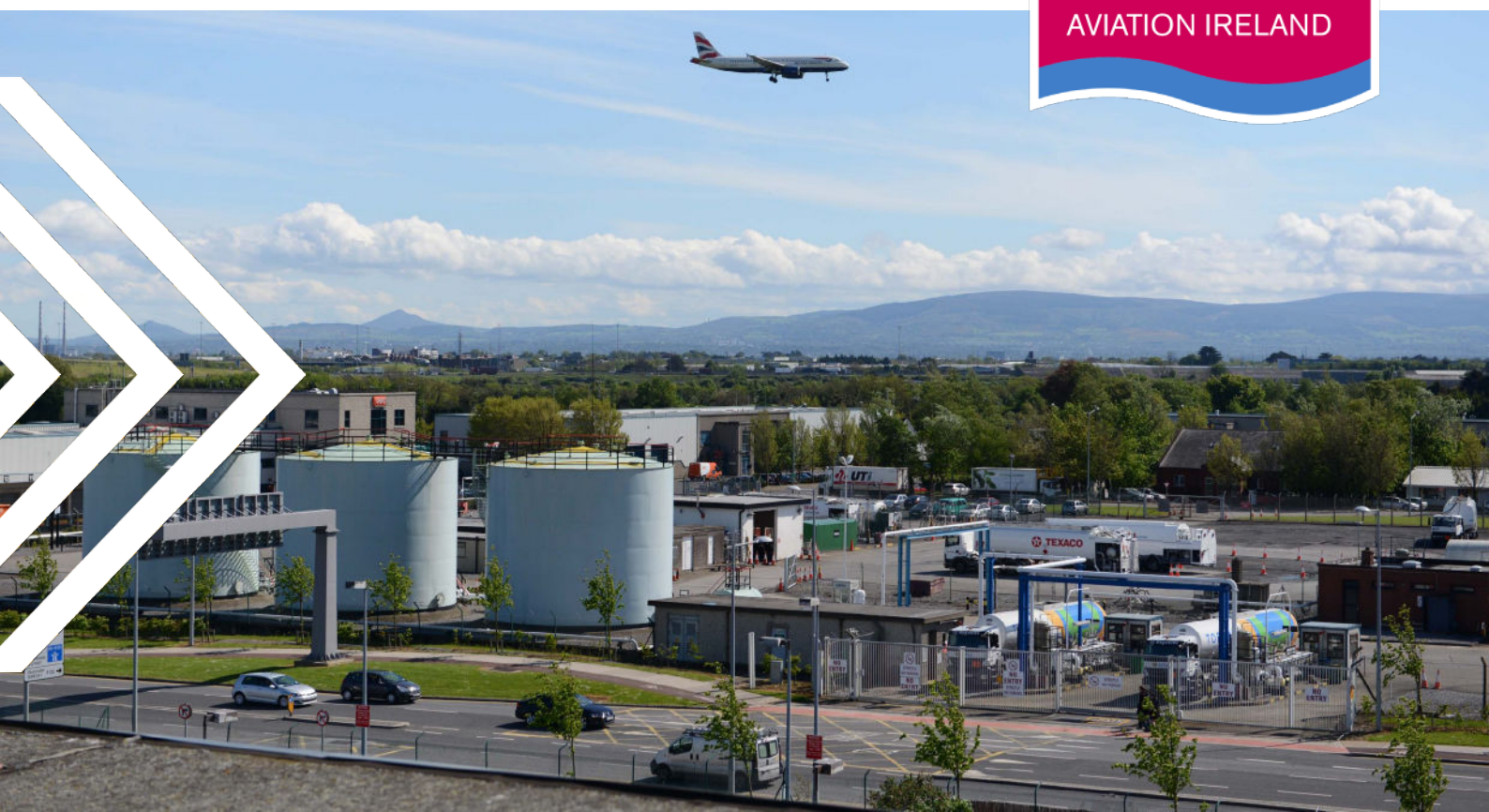
Digital Capture of Documents
to Complement Business
Processes



Customer Background

The CLH Group is the leading Spanish provider of oil product transportation and storage services and globally is one of the largest private companies in its sector. The group comprises of Compañía Logística de Hidrocarburos and CLH Aviación, which offers services for storage, distribution and into-plane supply of aviation fuels.

The CLH Group secured a contract to Design, Finance, Build, Operate and Transfer (DFBOT) the aviation fuel storage facility at Dublin Airport, Europe's fastest growing major airport, following a tender process organised by daa, formerly Dublin Airport Authority.



Customer Situation

The fuel transportation sector is highly paper intensive. Managing the supply and delivery of fuel shipments at one of Europe's busiest airports ensures that the volume of documentation that CLH Aviation Ireland deals with on a daily basis is significant.

While plenty of preparation and planning went into setting up CLH Aviation Ireland Ltd, including identifying HR suppliers, contractors etc, a document management supplier was never discussed. as Ibon Ibarrola Armendariz, the Terminal Manager at CLH, explains.

“We knew we would need external help when setting up the company at Dublin Airport in particular areas. In terms of the documents, we did not realise how manual the process would be until we arrived here. We never considered looking for a supplier for this area; we just assumed it was an area that we could manage ourselves.”

Ibon Ibarrola Armendariz, Terminal Manager at CLH

CLH realised it would have to fundamentally reappraise the way it managed its documentation. A decision was made to outsource their document management services to a supplier to *“meet their ongoing requirement in dealing with the delivery documentation that records the supply and delivery of fuel shipments to their base in Dublin Airport.”*

Following an extensive tender process organised by CLH, Kefron were successfully awarded the contract. Kefron easily met the requirements that Maria, administrator of CLH says CLH were looking for. *“We wanted an experienced Irish company to look after our documents, where we knew they would be kept secure and be well taken care of.”*

Ibon adds *“IT had specific requirements for the document scanning that needed to be met and Kefron had the ability to meet these requirements.”*

Combining workflow design capabilities, advanced capture technology, and in-house document handling and processing skills, Kefron could provide a complete end-to-end document processing service for CLH.



“Allowing a client to comfortably outsource the headaches associated to the back-office management of business-critical information is core to Kefron in terms of service. However, CLH needed a strict turnaround and the ability to work with their IT systems in Spain and for the successful supplier to really appreciate the importance of getting the classification right as the contents were not only critical to the business processes but was also associated to high value payments.”

Stephen Mackey, Kefron's Senior Information Management Consultant



Intelligent Data Capture Solution

Following the successful tender bid, Kefron began work with CLH, providing a number of services to optimise their document management needs while still remaining compliant. These services included document scanning, off-site storage and logistics. The project began with Kefron providing expert consultancy around best-practice document and information management.

From an early stage in the project, both the teams at Kefron and CLH worked well together, communicating regularly to ensure both parties knew what was expected of them. CLH outlined what exactly they needed done while Kefron provided the bespoke solutions.

CLH Ireland process approximately 90,000 documents per annum, roughly 80 per working day. These documents record the supply and delivery of fuel shipments to their Dublin Airport base. CLH required these documents to be converted into a digital format which would then be viewable by both the CLH team in Ireland and in Spain. Additionally, they would require the physical copies of the documents to be stored off-site at one of Kefron's three records management centres.

Once a month, Kefron Logistics would collect the documents in archive boxes in batches and be transported to the records management centres where they would be managed by the Kefron Operations team.

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Character Recognition (OCR). OCR technology has the ability to read characters in an image to facilitate word searches to find specific key phrases within that document. This means that Kefron can scan all the key information and index the data against specific classifications that CLH had outlined in their requirements.

Once all documents have been scanned, the captured images are delivered to CLH's server via Secure File Transfer Protocol (SFTP). Using Kefron's Kofax solution, a leading provider of smart process applications, the documents are captured and delivered directly to CLH's in-house systems, including the servers in Spain, where CLH Group are based.

After all documents have been captured and converted to a digital format, all physical copies of the documents are stored in Kefron's records centres which have been designed to the highest international standards and incorporate the most modern security and fire prevention systems worldwide. All documents will be stored for a fixed term in accordance with CLH's Groups retention obligation before authorisation be sought from CLH for secure final disposition and issuing of a certificate of destruction.





The Key Benefits

The main benefit is the peace of mind CLH now has, knowing that their key assets are being held securely. The ease with which CLH can now access their information is a huge bonus for the company. While they have instant access to their digital documents, should CLH ever require particular documents in hard copy, they know they can have the documents brought to their offices within 24 hours of making a request via the Kefron logistics team.

“It’s one less thing for us to worry about. Knowing that Kefron have our dockets stored safely in their records centres means we can focus entirely on our company and its operations. Everything is much easier to access and manage now.” Ibon admits. Maria adds “We like that we can request the physical copy when necessary. When we need it, we know we can get it quickly”

**Maria, Administrator
at CLH Ireland**

Storing the documents off-site has also freed up much needed space in their offices, another huge advantage.

The CLH team in Spain also now have the ability to access the documents that are scanned in Ireland instantly, ensuring that everyone in the company is kept up to date about proceedings. This easy access to information has improved the company’s capacity to collaborate and share information.

Above all else, CLH Aviation Ireland Ltd can now start building towards the future.

According to Ibon "Having our document management managed externally allows us to focus on our plans to continue to grow the company, both in Ireland and further abroad."



Having peace of mind when it comes to the capture and storage of documentation allows a client to focus on front line business needs in the knowledge that there is a trail left behind Kefron that stands up to scrutiny for audit purposes and immediate access needs. Collaboration and communication are measures key to ensuring the solution will also accommodate future changes to how CLH work and as a result what will be expected of Kefron going into the future."

Stephen Mackey, Senior IM Consultant

"Knowing that Kefron have our dockets stored safely in their records centres means we can focus entirely on our company and its operations"

Ibon Ibarrola Armendariz, the Terminal Manager at CLH

The Kefron logo features a stylized 'K' icon composed of three overlapping triangles in red, green, and blue, followed by the word 'kefron' in a white, lowercase, sans-serif font.

kefron

A series of diagonal stripes in yellow, light green, and teal colors, overlapping each other and extending from the bottom left towards the center of the page.

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