



WHO WE'VE WORKED WITH



Case Study for
**Adoption Authority
of Ireland**

On premise Scanning, Data Capture and
Indexing Services



Customer Background

The Adoption Authority of Ireland is an independent body established on 1 November 2010 under the Adoption Act 2010.

The purpose of the Adoption Act 2010 is to improve standards in both domestic and intercountry adoption. Legal adoption was first introduced in Ireland under the 1952 Adoption Act.

The 1952 Act was enacted on 1 January 1953 and the Adoption Board was established under this Act.



ÚDARÁS UCHTÁLA na hÉIREANN
THE ADOPTION AUTHORITY of IRELAND



Scanning, Data Capture and Indexing Services

Customer Situation

Due to the nature of its business, the Adoption Authority of Ireland deals with valuable, irreplaceable documents which must be safeguarded and preserved indefinitely.

Being the designated custodian of all adoption files and records, as well as other relevant documentation, nationally, the Authority is also responsible for the maintenance and preservation of such records, which need to be available for search by the relevant users.

In order to fulfill this requirement, the Adoption Authority sought a scanning and capture partner to help them bring all of their records together and move towards a more digital way of working which would make them less reliant on accessing physical files.

Enabling access to information was a pre-requisite and end goal of the project. The compilation of a central database and corresponding imaged source made visible to end users meant the appropriate management on site by Kefron to ensure digital output matched exactly the hardcopy source and was done in an appropriate and sensitive manner in line with best practice and in cooperation with the client principal.

“The disparate end users in the Adoption Authority needed more than just access to the digital records.

They needed to enable greater insight and immediacy to the content of files in line with increased governance.”

Stephen Mackey, Senior IM Consultant, Kefron



Solution

How it works

Following a successful public tender process, Kefron was contracted by the Adoption Authority for the scanning and indexing of the adoption files into a searchable electronic database. The primary files processed were a mixture of inter-country and domestic adoption files.

Because of the sensitive nature of these records, Kefron applied an experienced team of capture technicians, who were quality oriented and skilled in providing professional and confidential records conversion services, to work on site at the Adoption Authority's office in Dublin.

The project included applying a central database to track the activity at record level to ensure traceability and maintain an audit trail for chain of custody and record governance purposes. Kefron provided our own specialist high volume and overhead hardware and software to accommodate the precious bound nature and varying physical formats of some of the records, as well as ensure accurate and best representation of the physical records.



Individual records were catalogued with all pages paginated and scanned to a baseline standard approved and end to end tested to the final repository, Docuware. As an intermediary step and to aid on screen indexation, Kefron uploaded and hosted the digital database onto the Kefron DM Portal, our hosted, purpose-built Document Management solution.

The cataloguing of the physical records ensured future traceability and future transparency and security around the converted records. All of the adoptions records, being extremely valuable and irreplaceable documents, need to be preserved indefinitely.

Early communication by the client in respect of the records' value and importance to the state was reflected in the Kefron methodology by enhanced handling and care of the physical records from the outset.

Kefron's proven track record of scanning and indexing expertise is key in gaining customers' confidence.





The managed service spanned twelve months at the height of the Covid-19 pandemic and the project was a huge success, delivering an accurate digital output of the records to the Authority as per scope, on budget and on time.

Close communication and project management over the period of the contract ensured both Kefron and the Adoption Authority of Ireland expectations were aligned at every step in terms of progress. All exceptions were recorded and followed through to ensure comprehensive management at a record level.

"Quality assurance is at the heart of Kefron and the Adoption Authority of Ireland can be assured our services constantly and consistently meet the highest of quality and security standards and through our continuous improvement program remain in line with leading industry expertise and best practice solutions", explains Stephen Mackey.



Identifying a methodology that was uniform and robust enough to meet all the client's needs as well as accommodate the full spectrum of record types, dimensions, conditions and index criteria was a challenge we identified from the start. Once this was in place, we knew that we had the people to guarantee service success."

Stephen Mackey, Senior IM Consultant, Kefron



Benefits

On completion of the project, the Adoption Authority was presented with a comprehensive and fully searchable electronic database in their day to day BI tool, Docuware, which gives them full and secure access to all adoption records and gives them peace of mind that the central source of information for all users is reliable and comprehensive.

"Kefron were a dream to work with from start to finish of the project. It was clear straight away the level of care and detail that was being taken with our irreplaceable records which gave us great peace of mind.

A challenge of this project was for Kefron to become very familiar with our widely varied document types and so assist us by indexing them for import into our eDMS. They excelled in this and have helped create a fantastic, clear and accurate document resource for our staff.

Despite Covid-19 setbacks, Kefron were still able to deliver on time and on budget", states Justine Barrett, Digitisation Manager, Adoption Authority of Ireland.



Kefron provided an excellent service to the Adoption Authority of Ireland throughout 2020.

The Adoption Authority is custodian of a large, unique and very significant body of historical files; Kefron have greatly assisted the Authority to conserve this irreplaceable material. 2020 was a year like no other, however the teams' dedication to the work was admirable.

The Authority are very happy with the service received."

Kate O'Hara, Head of Compliance, Adoption Authority of Ireland



*Kefron are The Document &
Information Management
People.*

We can make a real difference to your
business. This is what drives us.



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