

Case Study

Catholic Archdiocese of Perth Transforms Massive Data Archives with Ricoh



Executive Summary

Established in 1845, The Catholic Archdiocese of Perth is one of WA's oldest and largest community based religious organisation, with 109 parishes across a large portion of southern Western Australia. In addition, the Archdiocese also supports the social, health and educational wellbeing of the wider WA community through its provision of 89 primary schools, 33 secondary schools, 26 service-based organisations, a university, and four hospitals.

The volume of paper-based data that is not centrally located offers immediate challenges of difficult information accessibility and resulted in delays when requests were made both from within the organisation and by external parties. In addition, to meet requests for information and ensure that the paper information is documented and preserved in its current format, the Archdiocese has to rely on high levels of human resourcing.

The Archdiocese needed to find a way to reform its information governance and bring it into the 21st century.

Key highlights

- Complete overhaul of the organisation's record management processes
- Centralisation of stored information
- Digitisation of documents dating back to the 1840s
- Introduction of keyword search capabilities
- Plan for archives to become 'paper free' within the next two years



An Overview

Catholic Archdiocese of Perth

For more than 170 years, the Archdiocese of Perth has been serving the Catholic community across a large swathe of southern Western Australia. The organisation comprises 109 parishes together with primary and secondary schools, service-based organisations, a university, and four hospitals.

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QUICK FACTS

Catholic Archdiocese of Perth

- Headquarters: **Perth, Australia**
- Employee size: **500**
- Website: **perthcatholic.org.au**
- Sector: **Religion**
- Established: **1845**



The Challenge

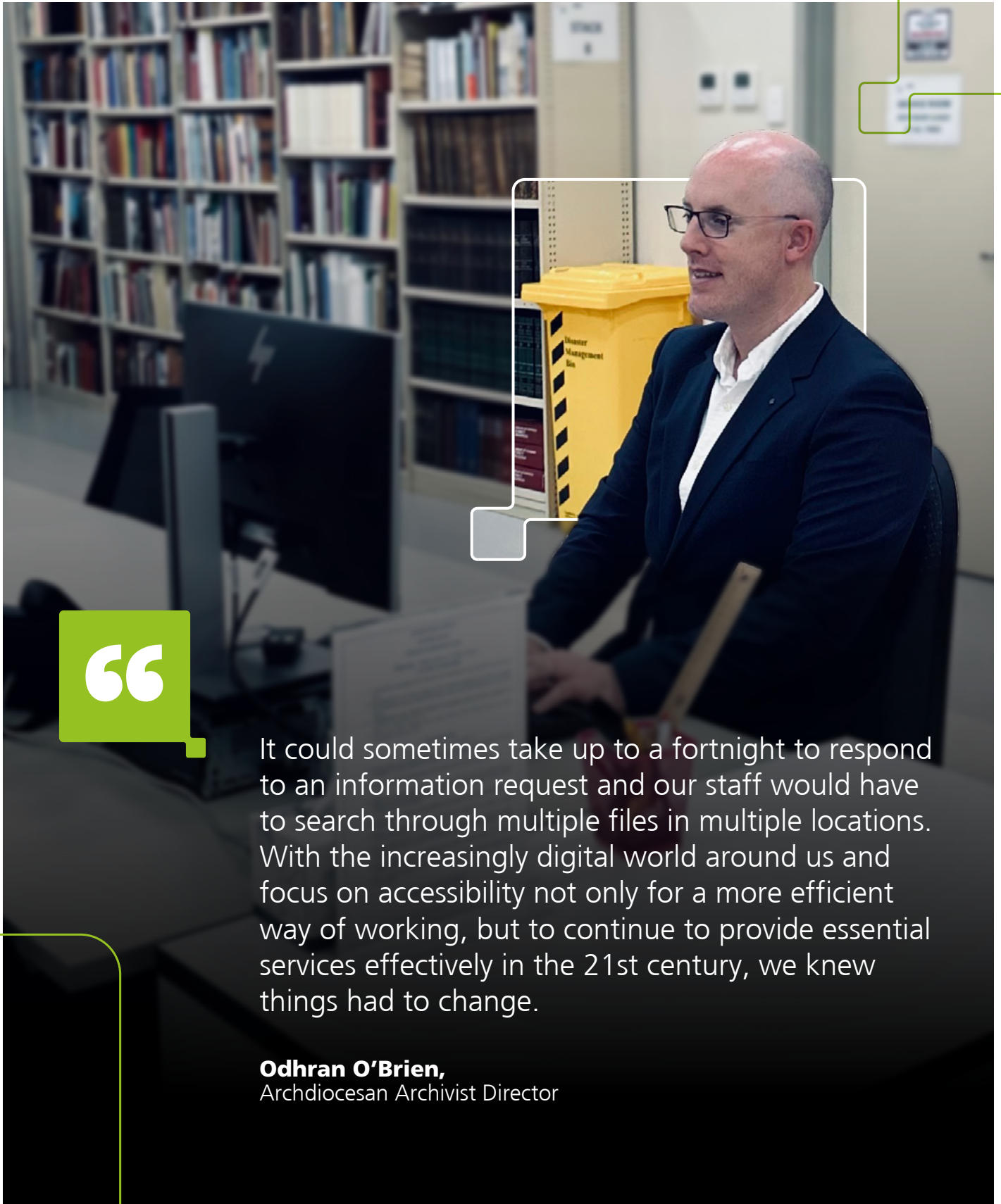
Incoherent paper-based record keeping system

Throughout its long history, the Archdiocese of Perth had become heavily reliant on paper-based information management and storage practices. Even email messages sent and received were printed out and stored in physical files.

As a result, locating required information had become very challenging. With records stretching back to the 1840s, locating particular items was difficult and very time consuming.

“The need for a digital transformation of the Archdiocese’s record keeping and information governance was accelerated with the Royal Commission into Institutional Responses to Child Sexual Abuse, ” says Odhran O’Brien, Archdiocesan Archivist Director. “The Commission published an entire volume of recommendations on record keeping best practices and true to the Archdiocese’s commitment to embrace the report, a decision was taken to find a more efficient method for archiving information.”





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It could sometimes take up to a fortnight to respond to an information request and our staff would have to search through multiple files in multiple locations. With the increasingly digital world around us and focus on accessibility not only for a more efficient way of working, but to continue to provide essential services effectively in the 21st century, we knew things had to change.

Odhran O'Brien,
Archdiocesan Archivist Director

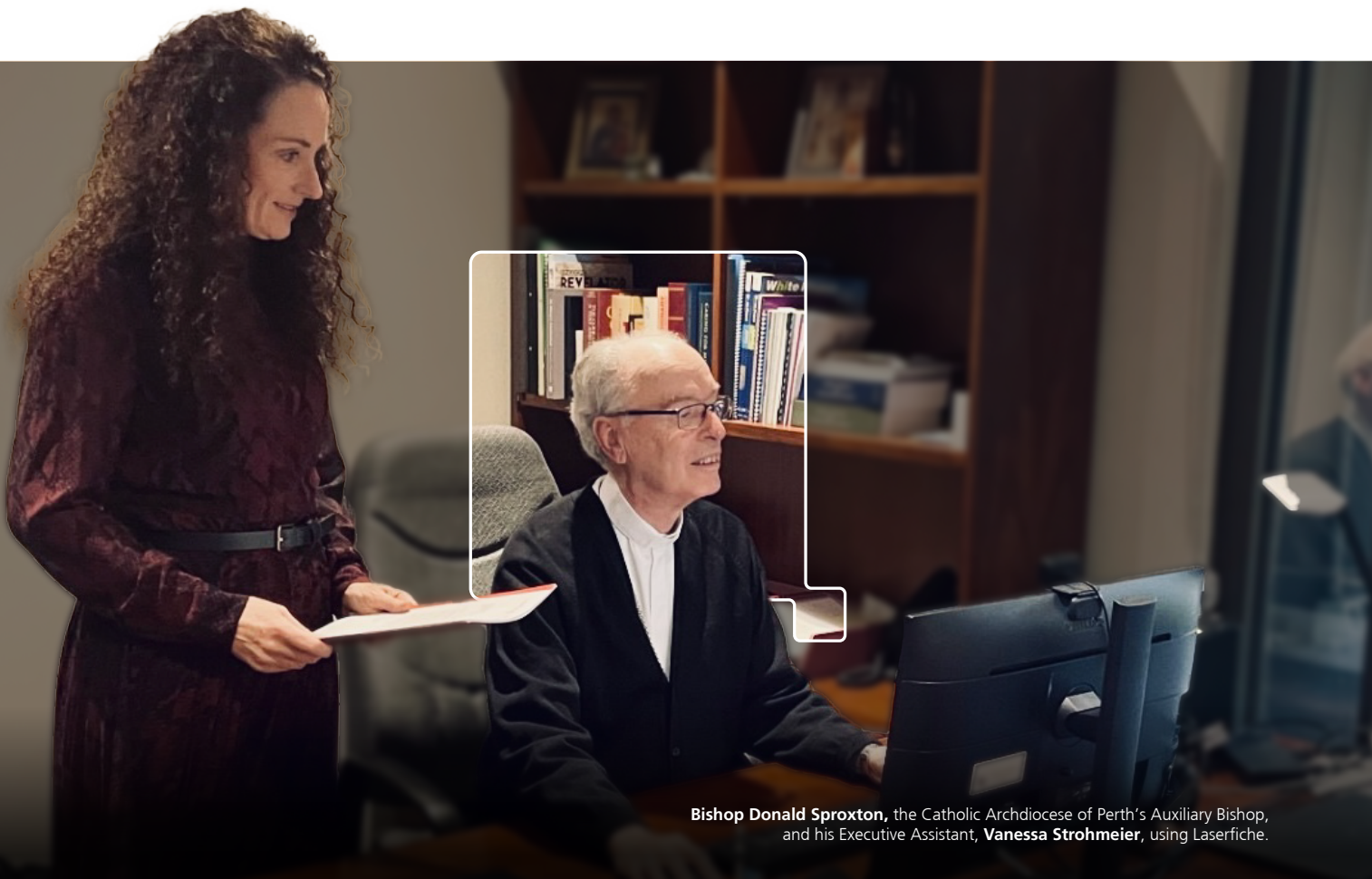
The Solution

Ricoh Laserfiche Records and Workflow

The Archdiocese of Perth had enjoyed a working relationship with Ricoh for more than a decade. Ricoh had provided the organisation with a secure and accessible document management system for the Archdiocese's property and financial functions.

"The long term, successful partnership with Ricoh, along with its reputation for being a leader in its field, provided the Archdiocese with further confidence when it came to extending the partnership to implementing a new document archival system," says O'Brien. "After careful evaluation of a recommended solution, a decision was made to deploy Ricoh's Laserfiche Records and Workflow platform."

The opportunity was also taken to put in place a governance strategy to guide how information was managed across the entire organisation including the central administration facility of the Archdiocese, together with all its parishes and agencies.



Bishop Donald Sproxtton, the Catholic Archdiocese of Perth's Auxiliary Bishop, and his Executive Assistant, **Vanessa Strohmeier**, using Laserfiche.

The Outcome

Significantly more efficient archiving

As a result of the successful deployment, the Archdiocese is now enjoying operational benefits for its Archives team and wider staff.



More efficient document archiving and retrieval

Archives staff are now managing multiple information silos they need in one online space, due to the single, centralised source that Laserfiche offers.

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Laserfiche has provided us with a secure environment that allows records to be managed centrally and in a way that ensures access is provided to the right people at the right time.

Odhran O'Brien, Archdiocesan Archivist Director

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Key-word search capabilities

With records now held digitally, users can conduct key-word searches to find the items they require. Searches that previously may have taken time to process can now be completed in seconds.

“This capability delivers particular benefits for our property and litigation teams who need to be able to readily search for older records and do so efficiently,” says O'Brien. “It is a game changer to the way we have been searching for records previously.”

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For any information and data request, we can now readily source documents relating to particular people for the entire time they were with the organisation. Previously this would have been a completely manual process that could have taken some time and multiple resources to complete.

Odhran O'Brien, Archdiocesan Archivist Director

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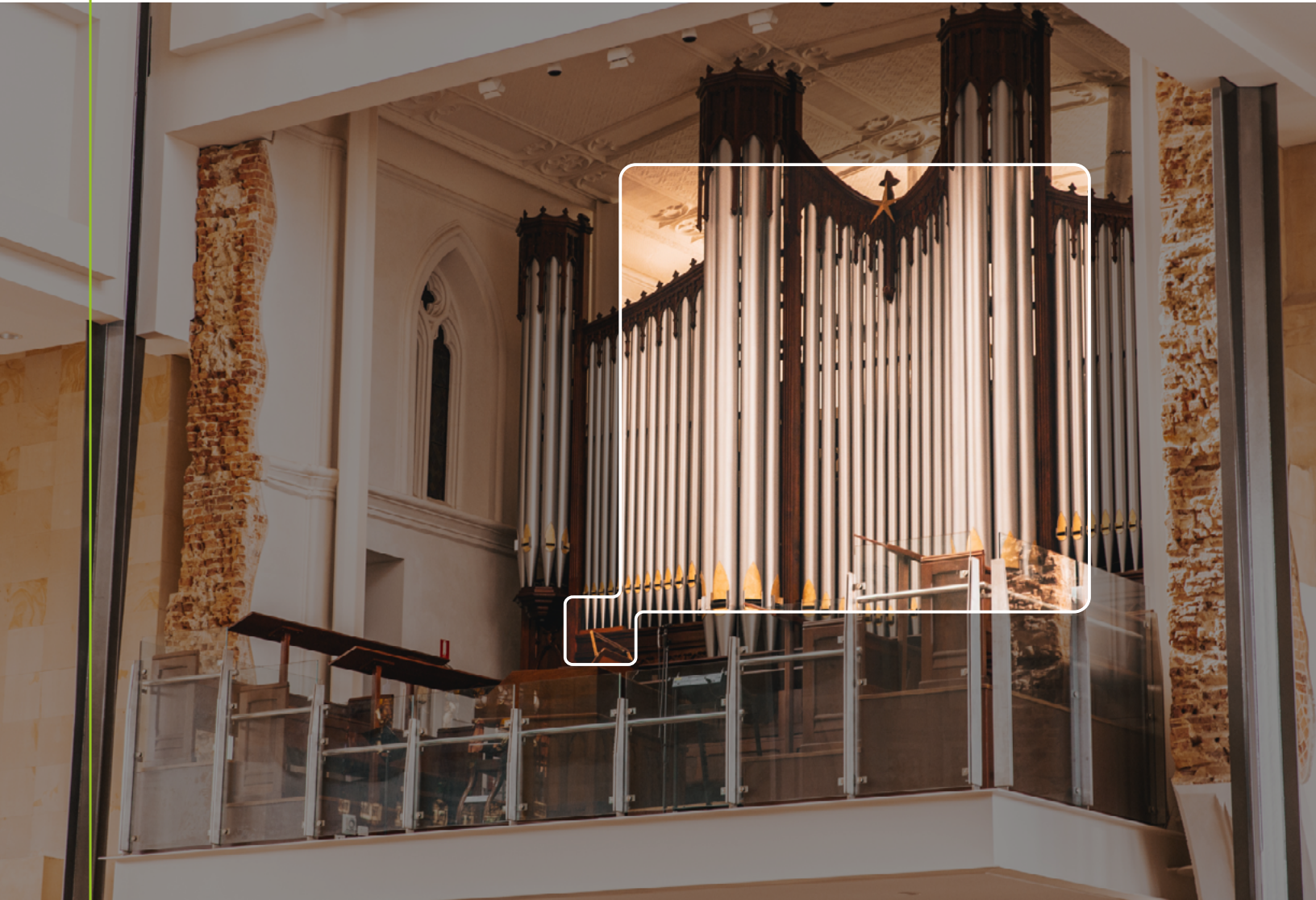
Supporting new ways of working

The new Ricoh infrastructure allows various teams across the Archdiocese central administration, multiple offices and agencies to access records remotely and is a sustainable form of supporting a hybrid work environment.



Additional potential future benefits include:

- Ensuring that data collection is maintained in one place supports data analysis and a maturing of the way data is used to inform decision making.
- Delivering a proactive risk management strategy through ensuring that records are digitised and backed up.
- Instilling a culture shift in information governance where team members are professionally developing skills and can assist the wider organisation to embrace a more effective, safer and secure form of collecting, keeping and accessing data.



Future Plans

With the Laserfiche platform now fully operational, there are plans to extend its use more widely within the organisation. There are currently around 60 users, and this is likely to increase to about 80 during 2023.

“We are also focused on channelling as much of our information directly into Laserfiche,” says O’Brien. “As part of the Archdiocese Digital Strategy, we are always looking at ways to innovate the way we access information and communicate digitally.”

“We look forward to working with Ricoh on other innovations in the future. The team have been extremely proactive, and I am confident of their full support as we continue to undertake our digital transformation strategy.”





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Odhran O'Brien,
Archdiocesan Archivist Director



About Ricoh

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processes and technology.
So you can Focus on Forward.

Since 1936, Ricoh has continuously created new ways of working—leading the way in digital transformation, sustainability, and innovative thought leadership. Today, those innovations continue to create value and spread from offices to workplaces across numerous industries, frontlines, and society.

We bring people, processes, and technology together to simplify complexity, clarify direction, tackle obstacles, embrace diversity, and help our customers uncover opportunity.

1Empowering workplaces since **1936****2**Empowering over **80,000** employees worldwide***3**Serving **87,331** customers in APAC***4**Over **40,000** patents acquired worldwide**5**Global presence in over **200 countries***

* As of March 31, 2022



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