dAiDA



CASE STUDY

CONNECTICUT DEPARTMENT OF ADMINISTRATIVE SERVICES

SUMMARY

The Connecticut Department of Administrative Services (DAS) partnered with Daida to modernize the management of employee records as part of the State's broader digital transformation initiative. By centralizing Human Resources records and digitizing approximately 30,000 employee files containing more than 10 million images, Daida helped streamline operations, improve information access, eliminate paper-based processes, and support a more efficient state government.

CLIENT BACKGROUND

The Connecticut Department of Administrative Services (DAS) leads statewide administrative services that support Connecticut agencies and employees. As part of Governor Ned Lamont's initiative to modernize state government, DAS sought to centralize Human Resources records and replace paper-based processes with a secure, digital records management solution that would improve collaboration, accessibility, and operational efficiency across state agencies.



THE CHALLENGE

Connecticut's Human Resources records were distributed across multiple agencies and maintained primarily in paper format. DAS required a solution capable of securely collecting, transporting, digitizing, and organizing tens of thousands of employee files without disrupting day-to-day government operations. The initiative also needed to support statewide HR centralization while ensuring records remained secure, accessible, and compliant throughout the conversion process.

THE SOLUTION

Daida partnered with DAS to deliver a comprehensive Human Resources records modernization solution. The project included document packing, secure transportation, logistics planning, document preparation, high-volume scanning, indexing, quality assurance, and integration into the State's digital records environment.

Working closely with the State's Human Resources project team, Daida digitized approximately 30,000 employee files totaling more than 10 million document images in less than twelve months—all while ensuring there was no production downtime for state operations.



IMPLEMENTATION

Daida delivered a comprehensive enterprise records management solution that included:

- Human Resources records centralization
- Secure packing and transportation of employee files
- Project logistics and scheduling
- High-volume document preparation and scanning
- Intelligent indexing and quality assurance
- Digitization of approximately 30,000 employee files
- Processing of more than 10 million document images
- Zero production downtime during implementation

RESULTS

By partnering with Daida, the Connecticut Department of Administrative Services successfully centralized Human Resources records while supporting the State's digital transformation initiative. Employees now have faster access to critical personnel records, agencies collaborate more efficiently, and the State has significantly reduced its dependence on paper records. The project established a scalable foundation for continued modernization across Connecticut state government.

Centralized Human Resources records across state government

Achieved zero production downtime

Digitized approximately 30,000 employee files

Improved employee access to Human Resources records

Processed more than 10 million document images

Increased collaboration across state agencies

Completed implementation in under 12 months

Supported Connecticut's statewide digital transformation initiative

CLIENT TESTIMONIAL

"Partnerships like this are critical to our success and open doors for us to do the best, most collaborative work we can. Keeping paper files takes up space, costs money, wastes time, hinders coordination, and limits the ability for our staff to find what they need to do their job. I want to thank Daida for their partnership, and I applaud the work of our state agencies and HR team for these innovative achievements."

— Josh Geballe, Commissioner, Connecticut Department of Administrative Services & Chief Operating Officer



WHY PARTNER WITH DAIDA?

Decades of Expertise: For **60+ years**, Daida has been a trusted leader in comprehensive information management, with deep experience in Enterprise Content Management (ECM), document scanning, and business process automation solutions.

Ironclad Security & Compliance: With extensive experience in data security and compliance, Daida ensures adherence to stringent industry regulations and privacy mandates.

Time & Space Savings: Schedule projects around unique operational requirements, eliminate time-consuming manual document processes, and reclaim valuable office and storage space.

Dedicated Support: We provide exceptional customer support for every engagement, ensuring a seamless, worry-free experience from planning through implementation.

National Reach: Daida serves organizations nationwide with responsive support, proven expertise, and document management solutions tailored to each client's operational needs.



