



## Case Study: Clear Channel Communications

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### FNTI Services

- On-site Conversion
- Document Classification
- Document Preparation
- Paper Scanning
- Microfilm Scanning
- Microfiche Scanning
- Large-format Scanning
- Indexing
- Redaction
- Quality Assurance
- Systems Integration
- *Services provided in this project*

### FNTI

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Clear Channel Communications provides mobile and on-demand entertainment and information services for local communities. The company planned to consolidate all human resource records located in 150 offices around the U.S. to provide better security through centralized control; improved ability to access and update files; risk mitigation, and administrative savings from workflow improvement and reduced storage cost.

### Our Assignment

Perform document conversion of paper files at Clear Channel's corporate headquarters in San Antonio, TX. Coordinate shipping of paper files from each of Clear Channel's 150 locations. Inventory and prepare files upon arrival for document conversion. Maintain security of sensitive personal information.

### Our Approach

We established a production control and conversion operation onsite and worked closely with the Clear Channel project team to stage shipments of file from regional offices.

As files arrived, Clear Channel staff removed unnecessary documents from the files and, with the assistance of the FNTI team, pages were classified by document type.

Following scanning and quality assurance review, the electronic images were encrypted and transmitted to an FNTI production facility in San Jose, CA for indexing and further document classification.

FNTI worked closely with the Clear Channel technical team to develop the indexing and document classification schema that would support electronic searching and document retrieval.

Following a quality review process, completed images of employee files were placed in PDF and XML format and transferred in batches to a secured FTP

site where the Clear Channel Technical staff uploaded the records to their proprietary application .

### The Result

The project began in April 2010 and was completed successfully in July of 2010. All employee files now exist in electronic format in a secure, central location.

Clear Channel's Director of HR Data Management said, "The quality of the FNTI conversion work was outstanding. Clear Channel Communication could never have done the project themselves and it would also have cost more money."

### References

*Upon request*

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