

Secure Online W-2 Access at Regis Corporation

Global Beauty Industry Leader Regis Corporation Taps Digital Designs for Self-Service W-2 Solution

About Regis Corporation

Regis Corporation, headquartered in Minneapolis, Minnesota, is the global industry leader in beauty salons, hair restoration centers and cosmetology education. As of December 2007, the company owned, franchised or held ownership interests in over 12,400 worldwide locations.

Regis' corporate and franchise locations operate under concepts such as Supercuts, Jean Louis David, Sassoon Salon, Regis Salons, MasterCuts, Trade Secret, SmartStyle, Cost Cutters and Hair Club for Men and Women. In addition, Regis maintains ownership interests in various other salon concepts located in the U.S. and in eleven other countries in North America, Europe and Asia.

The Business Challenge

Regis had been working with a contract outsourcing center to print W-2s and handle the thousands of calls received annually from employees asking questions about their W-2s or requesting reprints to replace lost documents or provide legal documents required for loan applications. While this approach relieved Regis of the tedium of handling these inquiries, at the same time it distanced them from their employees and further complicated the W-2 lifecycle management process. Despite the fact that Regis realized that pulling these services back in-house would resolve many problems, they faced a shortage of internal resources due to major growth activities involving multiple company acquisitions.

Regis needed to be able to print and move W-2s and other payment documents se-

curely and efficiently directly to their employees. Recognizing the cost savings they could achieve they sought a solution to streamline their complex printing processes.

The complete solution would need to be able to:

- Eliminate their dependence on outsourced vendors for W2 printing & distribution
- Reduce the costs of printing including production, handling and consumables
- Supply information to assist internal staff with details when answering calls
- Efficiently and securely move documents to employees at their salons across the country
- Seamlessly integrate with the corporation's existing applications

The Solution

Having been a loyal user of Digital Designs' secure laser check printing solutions since 2002, Regis asked DDI to recommend a solution to their W-2 dilemma. Digital Designs suggested using their existing DDI print solution to manage W-2 production operations and a self-service business model to allow employees to have secure access to their personal documents any time, anywhere via a simple Web browser. Employees would be able to view, email and print their W-2s on-demand without having to call an employee service representative. DDI further recommended that Regis choose the hosted version of the solution (On-premises versions are also offered.) because of time and resource constraints at Regis.

DDI's FormServer solution manages the original W-2 print production of more than 100,000 W-2s each year using distributed high-speed laser printers. DDI's DocAgent delivery engine then transforms the print data stream into electronic images of each docu-

Regis Corporation

www.regiscorp.com

Challenge

- Eliminate the inefficiencies and reduce costs associated with outsourced W-2 print production and support services.

Solution

- Utilize Digital Designs' FormServer, secure laser printers and DocAgent for Web for hosting W-2s, enabling employee self-service and securely moving documents across the country.

Benefits

- Quick Implementation
- Employee Self-Service reduced service staff, print and mail expenses
- Increased Security
- Reduced Administration and Management Costs

Quote

Digital Designs is "willing to do anything to make the customer happy."

- Barb Muellerleile
Director of Payroll



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ment and sends them to the DocAgent Web archive where the W-2s are indexed and secured. DocAgent Web is a paperless document management solution which uses authorization lists and business rules to manage document security, access and workflow over the entire document lifecycle.

Realizing the Benefits

Regis Corporation has experienced significant time and cost savings by implementing the Digital Designs solution. The company is no longer dependant on a vendor for issuing W-2s, and employees can now access their documents easily and securely over the Web when a reprint is needed. By allowing employees to print their documents on-demand, the Payroll team has not only seen a dramatic time savings but has been able to extremely reduce the costs associated with traditional printing and mailing methods.

By choosing the hosted solution, Regis removed the burden of up-front hardware and software costs and ongoing server administration and management. Digital Designs provided the flexibility and control to Regis that they needed while hosting the solution and allowing Regis to focus on their core business initiatives. The solution puts that control in Regis' hands and allows them to deal directly with the employees rather than going through a third-party company.

Barb Muellerleile, Director of Payroll states that Digital Designs is "willing to do anything to make the customer happy." DocAgent is easy to use, even for the non-technical user, and employees can now produce instant copies of their required documents without having to place a call request and wait for delivery by mail. Regis Corporation is able to use the resultant cost savings and freed resources to focus on company growth and successfully managing their thousands of business locations world-wide.

Learn More

Helping people and businesses manage business information more efficiently through innovative document management solutions is the mission of Digital Designs. From laser printing, to secure global document delivery, to enterprise-wide electronic document access and archiving, Digital Designs delivers measurable value to the bottom line of hundreds of our customers.

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