From Paper Cuts to Productivity: How NANA North Digitized HR Operations and Filing Across Divisions

NANA NORTH

Client Name:
NANA North, LLC

Industry:
Support Services

Company Size:
3,000+

Location:
Anchorage, AK

Integrations:
Taleo / iCIMS

DynaFile

DynaFile is the industry-leading electronic employee filing system tailored for human resource departments. With robust cloud document management solutions, businesses can streamline processes through scanning automation, online file storage, cloud collaboration, a compliance toolkit, and automated onboarding integrations. Unique scanning automation tools allow you to take an entire department paperless fast. From there, powerful management features make it easy to organize information, retrieve files instantly, segment access and keep track of required and expiring documents.

NANA North, LLC, a wholly owned subsidiary of NANA Regional Corporation, serves as the hub for NANA's Alaska-based commercial operations. Headquartered in Anchorage, NANA North oversees a family of companies that deliver critical support services across resource development, construction, healthcare, education, and more, operating throughout Alaska and the continental United States. NANA North employs more than 3,000 people and consistently demonstrates a strong commitment to service excellence, cultural responsibility, and dependable results across every environment it serves. From project management and logistics to aviation and facilities services, NANA North brings together decades of field expertise with deep cultural stewardship and a spirit of innovation to meet the needs of clients in even the most challenging conditions.

Challenge

Before implementing DynaFile, NANA North's employee records system relied heavily on paper, with 90% of files stored physically and the remaining 10% managed through a custom-built SharePoint site. The reliance on paper-based processes caused daily operational roadblocks and significant frustration for the HR team, who described the system as highly inefficient.

- Files were frequently misfiled or misplaced.
- Staff lacked visibility into who accessed documents and when.
- Four full file rooms consumed a valuable amount of space.
- Routine requests such as retrieving a document often took hours or even longer.
- Loose paperwork piled up, and manual filing tasks, such as removing staples or hole-punching, wasted time, caused ergonomic strain, and even led to frequent paper cuts.

Solution

DynaFile brought immediate and lasting transformation to NANA North's HR operations by replacing a fragmented, paper-based system with a centralized, cloud-based solution. The implementation eliminated four full file rooms, along with the need for manual tasks such as removing staples, hole punching, and sorting physical documents. With DynaFile, employee files became easy to find, securely organized with searchable metadata, and instantly accessible. File access tracking and audit trails added much-needed transparency and accountability, while role-based permissions ensured that sensitive information stayed protected. Integrations with Taleo and later iCIMS, their applicant tracking system, and a custom internal platform automated new hire document filing and other personnel actions, eliminating the need for manual folder creation and reducing delays across the board.

> *"Dynafile has transformed how we manage documents—saving time, boosting efficiency, and earning quick user buy-in thanks to its intuitive design. Their support team is outstanding, and the system is consistently reliable. It's been a game-changer for our operations."*
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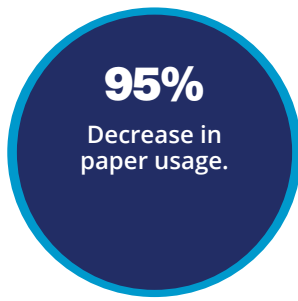> *–Dana Tuimalealiifano, Vice President, HR, NANA North*

The shift to DynaFile unlocked capabilities that were previously impossible with physical files. Staff gained secure access to documents from any location or device, a critical improvement that enabled business continuity during COVID-19 and now supports their hybrid work model. Real-time file retrieval replaced time-consuming searches, and version control allowed multiple users to collaborate on documents without losing track of changes. With complete visibility into document activity and strong disaster recovery safeguards in place, the team can confidently support audits, compliance, and internal governance. Additionally, the reduction in paper use, shipping, and storage needs has helped lower costs and contribute to sustainability efforts. DynaFile has not only streamlined processes but also empowered HR to focus more time on strategic initiatives with meaningful impact.

Results

Since implementing DynaFile, NANA North has achieved measurable and wide-reaching improvements across its HR operations. Paper usage has dropped by an estimated 95 percent, and all new hire files are now automatically created and stored digitally from the start. The elimination of four dedicated file rooms has freed up valuable space while significantly reducing overhead. Time spent on core HR tasks, such as onboarding, audits, and file retrieval, has been reduced by as much as 99 percent, allowing staff to redirect their efforts toward higher-impact responsibilities. Response times for document requests, both internal and external, are now up to 90 percent faster. The shift to digital access has ensured business continuity with zero downtime during remote work periods, including during the height of the COVID-19 pandemic. Together, these gains reflect a dramatic return on investment and a clear shift toward a more agile, efficient, and future-ready HR environment.

95%
Decrease in paper usage.

100%
Automated creation & storage of new hire files.

99%
Time savings in core HR workflows, like onboarding, audits, and file retrieval.

Zero Downtime
During remote work shifts, including COVID disruptions.

4 File Rooms
Eliminated by moving to secure, cloud-based digital storage.

90%
Faster response time for internal and external document requests.

"Our partnership with Dynafile has been transformational. The system has created measurable efficiencies across our operations, saving countless hours previously lost to manual file retrieval and processing. What stood out most was how quickly our teams embraced the platform—it's intuitive, accessible, and integrated seamlessly into our workflows. The rare times we have had to reach out to support they have been exceptional—responsive, knowledgeable, and proactive—and the system itself has proven to be incredibly reliable. It's no exaggeration to say this solution has redefined the way we manage information."

–Patty Hickok, SPHR, GPHR, SHRM–SCP | Sr. Director HRIS, Employee Relations & HR Operations, NANA North

Key Features and Benefits

- **Integrated New Hire Filing:** Eliminated manual folder creation and improved onboarding efficiency

- **Role-Based Access Permissions:** Enhanced security and data governance

- **Real-Time File Retrieval:** Faster response to audits, requests, and internal needs

- **Cloud-Based Storage:** Freed up physical space and reduced overhead costs

- **Searchable Metadata Indexing:** Quickly locate documents and reduce misfiles

- **Audit Trails & Version Control:** Improved compliance tracking and document transparency

- **Remote Access from Any Device:** Enabled flexible, hybrid work across teams

- **System Integrations:** Streamlined workflows by connecting to internal platforms