



# NUANCE

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## CASE STUDY

### SOFTWARE PUBLISHING INDUSTRY

## Activision

### Playing the Sarbanes-Oxley game with style

#### CHALLENGE

- Sarbanes-Oxley (SOX) compliance validation required a paper-based workflow
- Binders consumed space, and were difficult to store, search, and retrieve
- Paper-based process consumed significant time of expensive outside auditors and international travel
- Needed an automated process to reduce tedious, manual work — including filing, searching, and compliance validation

#### STRATEGY

- Activision uses a solution developed and implemented by DocuSource to combine its MFPs and software from eCopy and ScanPoint to electronically capture and file compliance documentation
- The solution automates the process of linking paper-based information to its Sarbanes-Oxley Management system from Open Pages

#### RESULTS

- Less than one-year return on investment on eCopy-enabled SOX compliance automation project
- Significantly reduced external audit fees and travel expenses
- Improved employee productivity by eliminating manual filing and search
- Integrated SOX compliance document validation processes with other electronic business processes
- Scan to e-mail virtually eliminated the extra time and expense associated with outbound fax

#### ABOUT ACTIVISION

Activision Inc. is a leading international publisher of interactive entertainment software products. The company maintains a diverse portfolio of products that spans a wide range of categories and target markets and can be used on a variety of game hardware platforms and operating systems. The company has created, licensed and acquired a group of highly recognizable brands that it markets to a growing variety of consumer demographics. Founded in 1979, Activision shipped its first games in 1981 and went public in 1983. Today, the company posts annual revenues of nearly \$1.5 billion and employs just over 2,000 people worldwide.

*“The eCopy solution has solved our need for managing Sarbanes-Oxley testing evidence compliance. By integrating eCopy and color scanning into our existing systems, we were able to greatly automate the process. This technology has enabled Activision to bring the SOX testing function in-house, greatly reducing our external SOX compliance auditing costs.”*

— **Niel Armstrong**  
Vice President of Information Technology  
Activision

*“This project was an obvious success at Activision, largely due to our ability to easily integrate eCopy and full-color scanning with the rest of our systems to provide a convenient ‘onramp’ for paper documents. As a result, our use of eCopy is starting to branch out into new applications and uses, and other parts of the company are becoming interested in leveraging eCopy to improve their business processes. Both Human Resources and Legal, heavily paper-dependent, are likely to incorporate eCopy into their workflow in the near future.”*

— **Niel Armstrong**  
Vice President of Information Technology  
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### LOOKING TO IMPROVE SARBANES-OXLEY (SOX) COMPLIANCE...

testing process by including paper-based evidence, e.g., invoices, delivery receipts, purchase orders, bank statements, expense receipts and more, in its electronic database. Previously, all of the evidence was stored in binders that filled offices and were unwieldy, difficult to search, and required significant time from expensive external auditors for review and validation. Activision embarked upon an automation project to improve internal productivity and reduce the cost of external auditors

### SPECIFICALLY DESIGNED SOLUTION...

DocuSource, an integrator of document management technologies, designed and implemented a solution for Activision, combining its MFPs and software from eCopy and ScanPoint to facilitate SOX compliance validation. To prove SOX compliance, companies must provide evidence in the form of documents, reports, bank statement reconciliations, system

screen shots, etc. With its Sarbanes-Oxley Management system from Open Pages, Activision can create a web link from the SOX test to the evidence – which is stored in an Oracle database – via the Oracle Collaboration Suite. SOX testers (Activision employees) use eCopy ScanStations to capture and store documents to a set of folders in the Oracle Collaboration Suite when they are conducting the test. Additionally, eCopy ShareScan®’s integration with Windows Active Directory ensures system security and proper validation of users.

According to Niel Armstrong, Activision’s Vice President of Information Technology, “Within Activision, some 40 to 50 employees in the U.S. and UK are scanning important documents directly to the Oracle Collaboration Suite from an eCopy-enabled copier using the ScanPoint UniConnect Connector. Once documents are in Oracle, authorized employees or external auditors can easily locate and view them over the network. This has improved our productivity and reduced the time expensive external auditors must spend reviewing our documentation.”

### THE PRIMARY BENEFIT TO ACTIVISION, WAS IMPROVED PRODUCTIVITY...

“With our new system in place,” says Armstrong, “employees in the SOX Internal Audit Department can easily incorporate paper-based information into our integrated SOX compliance testing system, eliminating much of the tedious, manual work associated with filing, searching and testing. Because everything is now available electronically, we can quickly locate relevant materials, and that has not only improved our internal productivity, but it also means that external auditors, who can be very expensive, spend much less time reviewing and validating our SOX compliance.” Activision also can avoid the need for auditors to travel to its offices overseas, which reduces travel expenses. In fact, according to Armstrong, the savings on external auditors alone has resulted in a less than one year payback for the entire eCopy project.

Armstrong also reports that because eCopy is so easy to use, it only takes ten to fifteen minutes for employees to learn the system. This has resulted in a very rapid adoption rate for the system. He says, “Scan to SOX had immediate takeup with our users because it is much easier than gathering all the documents and making copies to distribute,” says Armstrong. “That led users to learn about scan to e-mail with the unexpected benefit of virtually eliminating the need for outbound faxing, adding another layer of cost savings to the mix.”

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