The following presentation introduces the commercial benefits of the many electronic document management solutions now available.

For advice on suitable solutions which meet your business needs and to help you define your requirements, simply call Epson Systems direct on:

01442 227326

EPSON
Managing Information

Why is there such interest in Electronic Document Management?

Management Structures are becoming flatter.

This in turn is making traditional communications more difficult.

Therefore, the availability of information and the flow of this information have become key business issues to address.

What are the benefits of implementing an electronic document management system ?

Bulky and complicated filing systems can be removed.

Your paper consumption can be drastically reduced.

The use of space can be maximised, the office facilities budget can be cut enabling a reduction of your operating costs and an improvement in operating profit.

Time management of your staff will be improved on account of the correct information being available, at the right time, for the right people.

EPSON
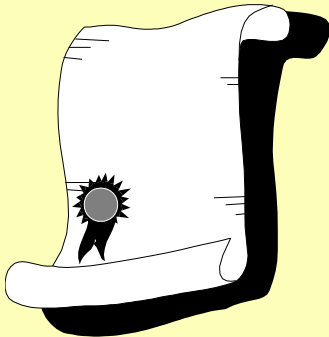
Managing Information

What are the components of information?

DATA
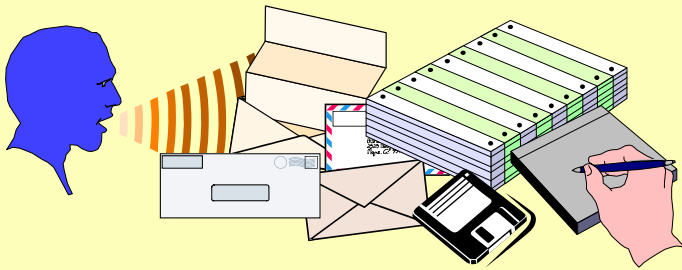
Data can be facts, observations, measurements & assertions - it is the raw material for documents & business.
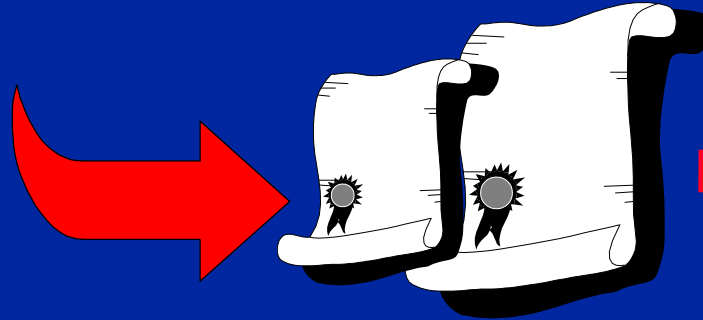
DOCUMENTS

Documents are used as vehicles for the storage and communications of a package of data.

EPSON

Managing Information

What is information?

DATA

DATA

INFORMATION

Information is the raw material for the smallest transaction or a strategic decision.
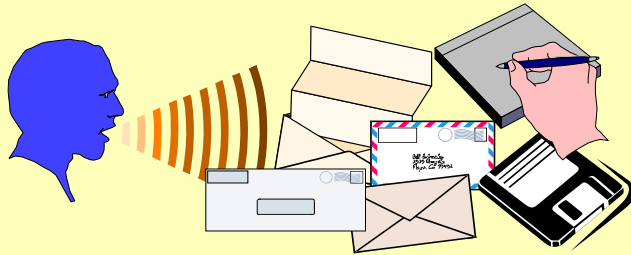
It is one of the five key business resources: Capital, Material, Plant, People, Information.

Information empowers people. BUT, the key to useful information is its effective selection.
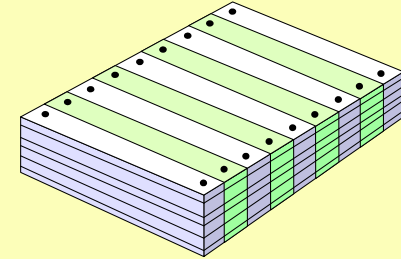
There are two types of data to be managed.

Unstructured data   **Structured data**

According to Xerox, 'The Document Company', only 10% of data is structured and held as computer data,

the remaining 90% of a company's data is held within paper documents.

Effective management of these paper documents should therefore be central to a company's IT strategy.

The Business Anomaly!

|	Unstructured Data	Vs	Structured Data
Company Data	90%		10%
IT Spend	10%	90%	
Data Usuage	85%		15%

Source: Xerox & Aetna Life

But, only 10% of the IT spend is actually on managing a company's unstructured information and only 15% of the workforce actually handle this structured data.

The remaining 85% of the workforce handle a company's document based information to make decisions and carrying out their job function.

EPSON
Managing Information

An Expensive Cost Overhead

The creation and management of documents may cost a company between 6% and 15% of its gross revenue
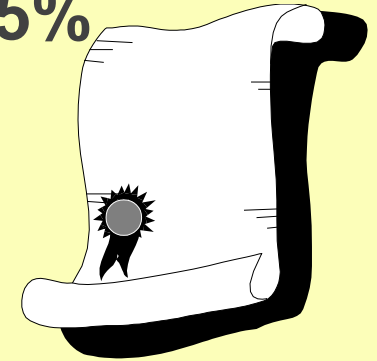
Source: Gartner Group

It therefore makes commercial sense to improve the efficiency & standards of creating, using and managing a company's document based information.

This is where electronic document management can provide significant commercial benefits.
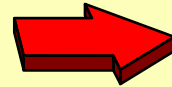
Electronic Document Management

The Business Objective

The Right Information	The Right Person	At the Right Time
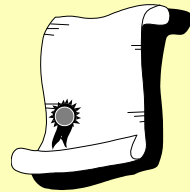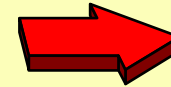
Document management is the systematic planning, management and control of documents within and amongst companies.

Using computer aids to meet this objective is the new element and offers many opportunities to establish both competitive and commercial strengths.

EPSON

Managing Information

Islands of Automation
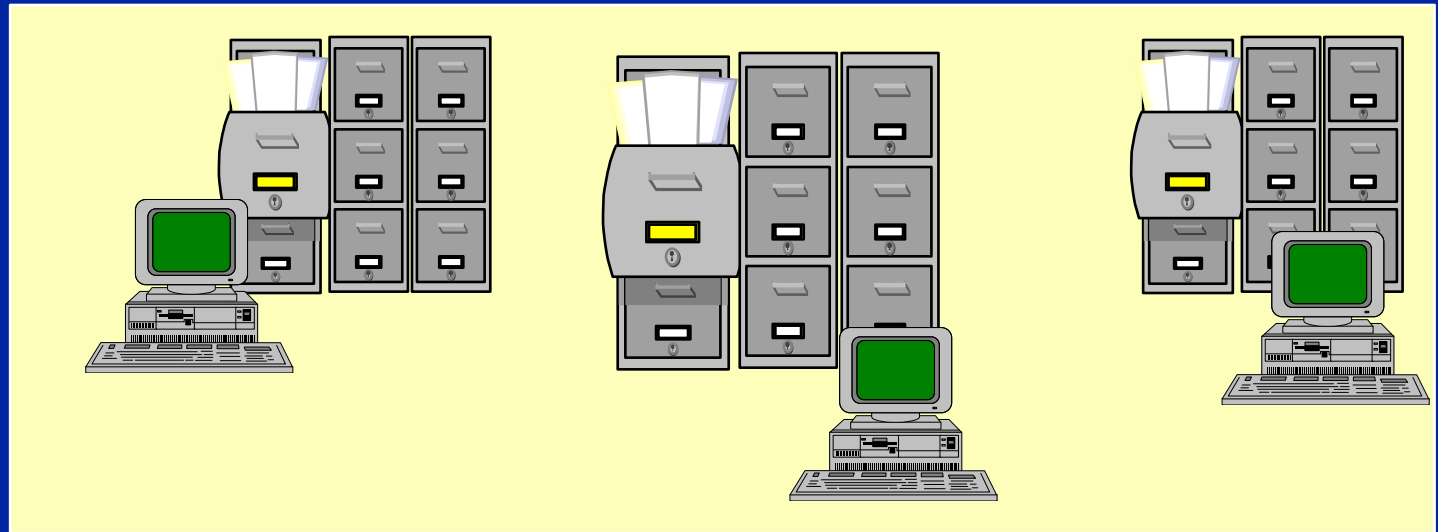
Direct users of computer applications have become more productive, they are however 'Islands of Automation' producing vast amounts of documents while the company inherits a flood of paper.

These 'Islands of Automation' have been a direct contributor to the staggering 7,000 filing cabinets sold every month!

EPSON
Managing Information

Increased business complexities & time pressures

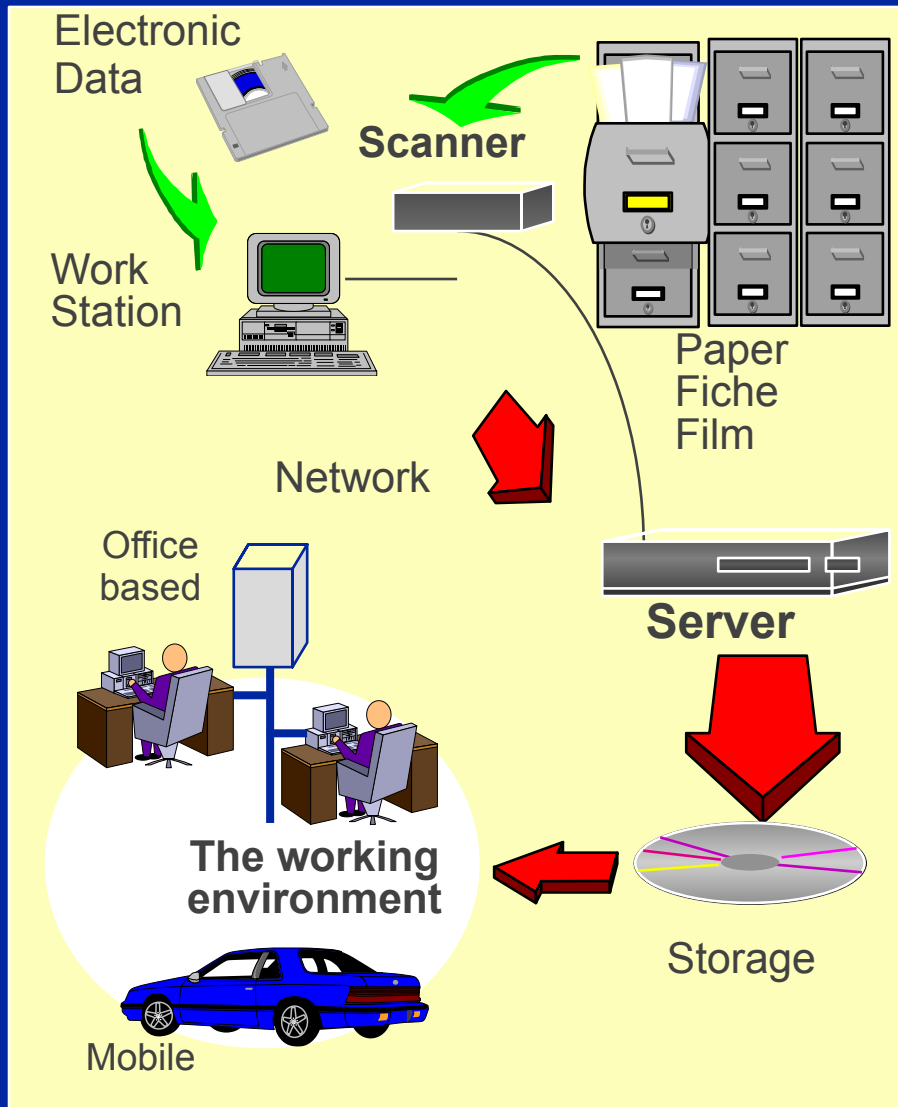

These filing systems have become bulky, the fact they are unconnected has resulted in documents being duplicated. Their impact on an organisation has been to increase the complexities and cost of managing a business while also introducing many uneccessary time constraints.

How Electronic Document Management Works

DOCUMENT MANAGEMENT

Electronic Data

Scanner

Work Station

Network

Office based

The working environment

Mobile

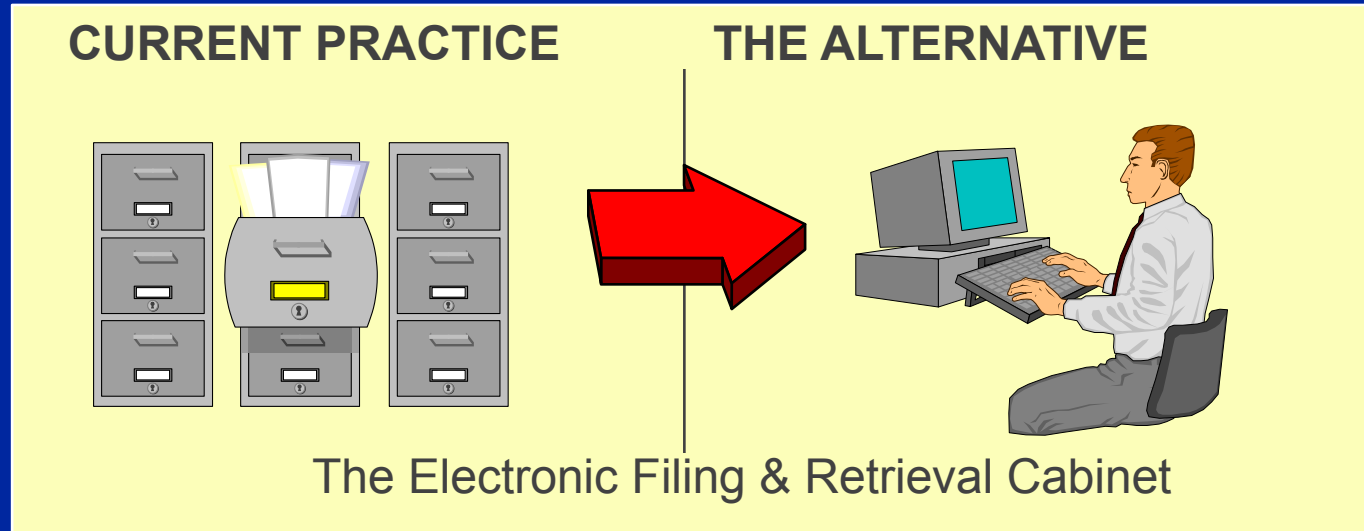Paper Fiche Film

Server

Storage

Electronic document management enables you to centrally manage both paper and electronic based information.

Using search facilities documents can be found even if you were unaware of their existance, then printed, faxed or routed to a colleague.

Workflow processes are more efficient and business decisions are better informed.

EPSON

Managing Information

Different Systems, Different Business Requirements

CURRENT PRACTICE   **THE ALTERNATIVE**

The Electronic Filing & Retrieval Cabinet

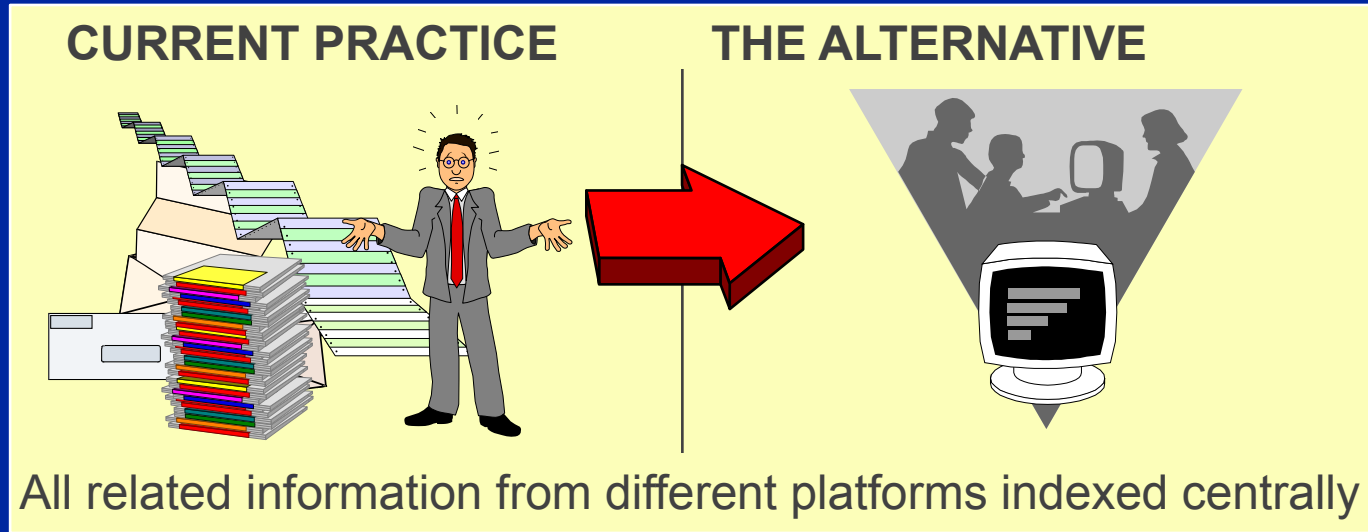These systems overcome the difficult task of managing the document indexing, filing and control requirements.

Such systems tend to be implemented to manage a specific task, for example storing, managing and retrieving reference materials such as competitive product information. Alternatively, they can be employed to manage the archival of information which is required on-line or near-line.

EPSON

Managing Information

Different Systems, Different Business Requirements

CURRENT PRACTICE   THE ALTERNATIVE

All related information from different platforms indexed centrally

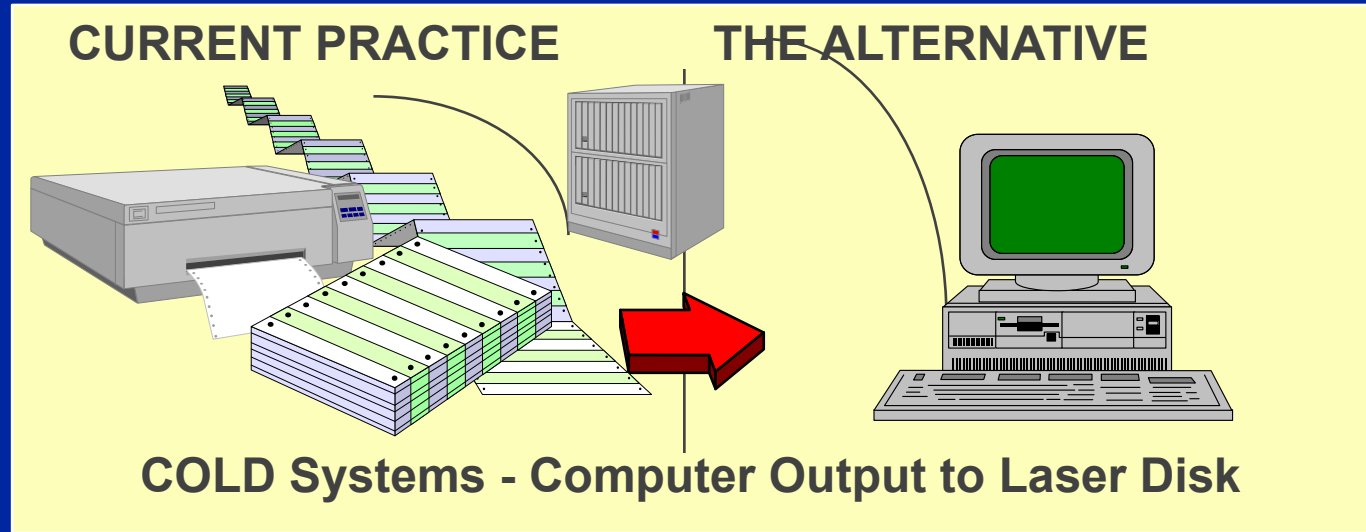**Paper based information is serial, which means it passes sequentially from one person to another. Photocopy distribution can overcome this but is costly, time consuming and complex to manage.**

The alternative is to link the 'Islands of Automation' into an OPEN system which centrally indexes documents and manages the workflow. These systems can be departmental or enterprise wide.

EPSON

Managing Information

Different Systems, Different Business Requirements

CURRENT PRACTICE   **THE ALTERNATIVE**

COLD Systems - Computer Output to Laser Disk

COLD can significantly improve how a company uses & stores its structured data. Rather than printing reams of data, it is transfered to a workstation where it can be interrogated using PC based spreadsheets or databases, e.g Lotus 123, MS Excel or Access.

COLD releases data from a mini system to the manipulation power of PC based applications and removes the need to print vast amounts of data. It also transfers the storage of historic data from mini systems to the cheaper PC based systems

Different Systems, Different Business Requirements

CURRENT PRACTICE   THE ALTERNATIVE

Optical Character Recognition (OCR) & Mark Recognition
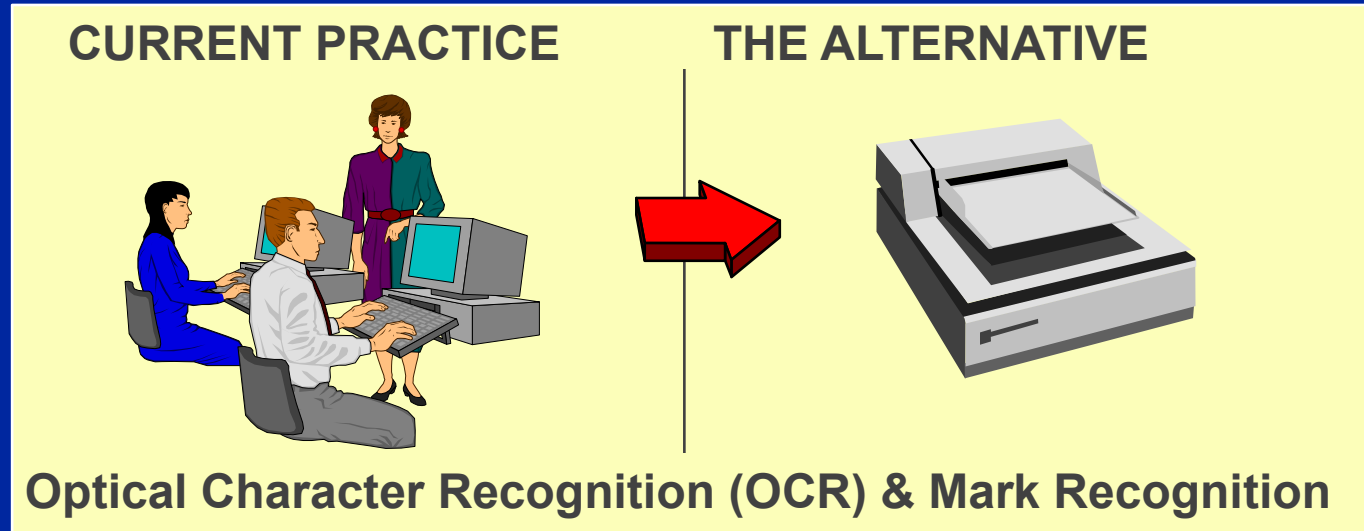
Scanning hardware & text recognition technologies now enable valuable support staff to be more effectively employed.

Documents can be scanned & read using OCR technologies removing the need to rekey documents. Every word can now be used as a search word to locate a document. Documents with an alpha numeric code or bar code can be automatically indexed removing the need for manual intervention.

EPSON
Managing Information

Different Systems, Different Business Requirements

CURRENT PRACTICE   THE ALTERNATIVE

Epson Accessor Information Management Service
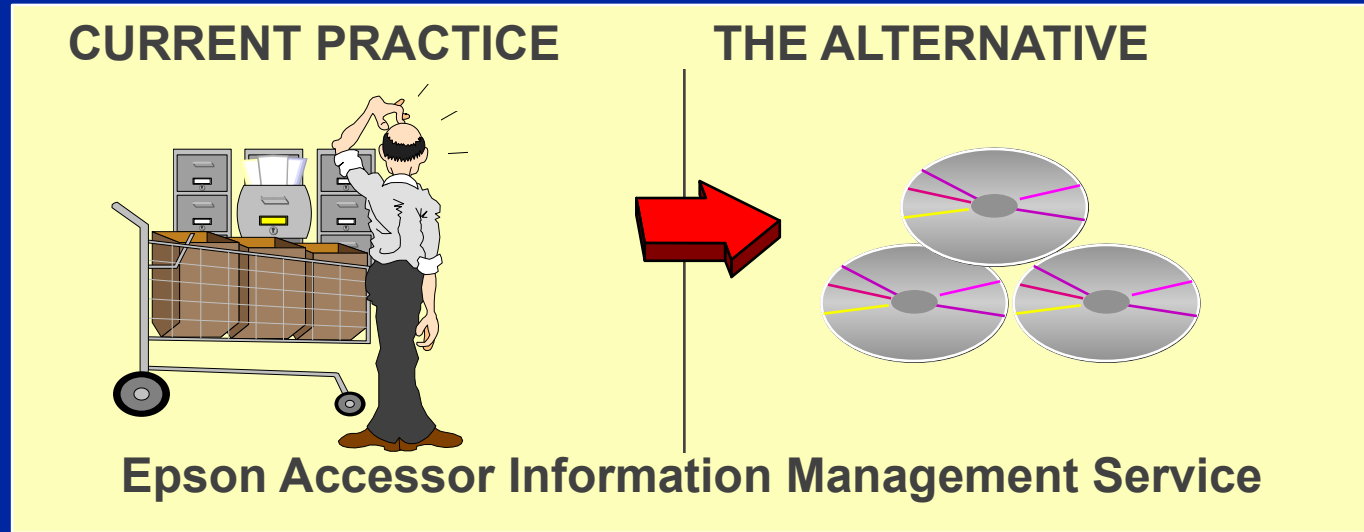
Epson's Accessor Service offers a far more cost effective method of managing documentation while away from the office. It enables all the information you're ever likely to require to be stored on CD - and accessed instantaneously using key search words.

Accessor enables you to go about your business more professionally - and professional standards are key to staying one step ahead of the competition.

EPSON
Managing Information

DOCUMENT MANAGEMENT

Summary

This presentation has provided a brief overview of the many Electronic Document Management systems that are available and highlighted some of their commercial benefits.

The most important advice we can provide you with is ALWAYS define your business requirements first, DO NOT be led by technology.

As a member of the Document Management Supplier's Group, Epson is at the forefront of ensuring our services provide you with the best advice and recommended system which meets your business requirements.

Your first step:

EPSON
Managing Information

The system to meet YOUR business requirements.

First, clearly define your information requirements.

WHAT information is required?

Is it structured or unstructured information?
How is this information currently obtained?
How is this information managed?
Is this process failing any of the information users?

WHEN is the information required?

Continuously or at certain times, for example once a month.

The system to meet YOUR business requirements.

Clearly define your information requirements, continued...

- WHO requires the information?

  Do they require all the information or part of it?
  Is the information confidential?

- WHERE is the information required?

  In the office or off-site.
  Department, Company wide or Inter-Company.

EPSON
Managing Information

The system to meet YOUR business requirements.

Second step:

🔲 **AGREE YOUR BUDGET.**

   What funds are allocated to this project?
   What is your prefered purchase method, for example, one single payment or staggered payments?

🔲 **WHAT IS YOUR TIME SCALE?**

   One month, six months, one year.

The system to meet YOUR business requirements.

Second step, continued...

WHO SHOULD BE INVOLVED IN THE SYSTEM SELECTION?

Should they also be involved in defining the requirements?
Who is to manage the project?

SELECT THE PREFERED SYSTEM PARTNER?

Do they have the right approach, commitment to meeting your requirements and the financial backing to ensure   peace of mind and confidence?

The system to meet YOUR business requirements.

At Epson, our objective is to meet YOUR business requirements by bringing into focus, on your specific needs, a unique mix of experience and skills to implement a tailored document management system.

To further help define your requirements and advise on suitable solutions, call us direct on:

01442 227326

The system to meet YOUR business requirements.

Alternatively, you can fax your requirements to:

01442 227412

Or write to:

FREEPOST
Systems Manager
Epson Systems
Epson (UK) Ltd
Campus 100
Maylands Avenue
Hemel Hempstead
Hertfordshire
HP2 8BR

EPSON
Managing Information

Thank you for considering Epson.

We look forward to welcoming you to a better way of managing your information.