

What's holding you back?

By John Riordan, President, Harvest Technology Group

Whether or not you instantly recognize the term, Enterprise Content Management (ECM) technology is probably already in use within your organization. Maybe a department is scanning paper documents. Perhaps multiple business units are participating in a complex business management project. Are you using this technology strategically to drive productivity, build a platform for ongoing process improvements and ensure a low total cost of ownership?



ECM – what is it?

ECM is the umbrella term for a range of technologies to store and maintain corporate knowledge, including document imaging and management, workflow, enterprise report management, e-mail management and more. A properly executed ECM solution helps control the cost of doing business by reducing cycle times, lowering cost-per-unit, improving customer service and accomplishing more work with the same number of employees.

A fully integrated ECM suite like OnBase saves time by allowing you to centralize and control information from virtually any source using a software application that can be installed on a premises-based network or hosted from a secure data center. This repository can encompass all incoming documents such as e-mail, faxes

and scanned items as well as internally generated reports and documents from desktop applications (Word, Excel, etc.). It is also possible to track the location and use of physical copies of documents (e.g., an original deed or a set of blueprints) or other assets (e.g., automobiles in inventory) through the same single interface.

At its most basic functionality, using an ECM solution creates a secure system for multiple workers (local and worldwide) to share information. But an integrated ECM suite like OnBase offers additional advantages. Everything from initial purchase orders and invoices to the check report on which the payment appears can be retrieved. A built-in, cross-referencing feature allows users with proper security to move from one related document to another via a mouse click.

Centralized solution

In an increasingly compliance-driven and litigious business climate, a centralized repository is a major advantage in risk mitigation. All activities and procedures can be monitored to ensure policies, including document retention, are followed. Allowing outside auditors or researchers temporary access to the OnBase system can significantly reduce the time, expense and disruption of routine audits or legal discovery.

Security

Access to an electronic repository is far easier to secure than a physical file cabinet in an open office and much more convenient than retrieving documents from multiple file rooms or off-site storage. User's rights can be configured on a granular level to protect privileged documents and data while ensuring multiple workers have immediate access to the information they need. Private

information, such as a social security number, can be "blacked out" or redacted to balance the need of access versus security. The repository itself is easily backed up to a second, or multiple, server(s) or archive media for a top-tier disaster recovery strategy.

Point-and-click workflow and integration tools

Whether your enterprise is Fortune 500 or on its way, ECM technology is a secure centralized repository that provides the basis for automated workflow. The information moves to where it's needed automatically. Simple point-and-click integration tools increase effectiveness and decrease costs in virtually any business and department. With a single standard system, compatibility is never an issue.

The bottom line

A rapidly deployable application that is easy to use will deliver quick returns by improving efficiency, customer service and provide a platform for affordable enhancements that compound your return on investment. Contact Harvest Technology Group today to see how OnBase will work at your company.

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