

ARMA Greater Columbus January 2021 Chapter Meeting

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Transcript

00:00 - 00:03

Bryan Fatka

This conference will now be recorded.

00:04 - 00:06

Mark Conrad

Ok, Janice, you can go ahead.

00:08 - 00:30

Redman, Janice J (janice.redman)

Ok, good afternoon, everyone, uh, and happy New year to everyone, uh, started 2021 with our continuous meetings virtually, and our presentation today will be by Brian ...

00:31 - 00:32

Redman, Janice J (janice.redman)

Brianne.

00:32 - 00:38

Redman, Janice J (janice.redman)

He is the solution account executive, or General Code Content Management.

00:39 - 00:51

Redman, Janice J (janice.redman)

And this currently provides content and document management, automation solutions for the government, education, and private, private sector businesses.

00:51 - 01:02

Redman, Janice J (janice.redman)

Today, Brian is going to present to us and pretty much give us guidelines on the road, roadmap at roadmap to paperless.

01:02 - 01:05

Redman, Janice J (janice.redman)

Off is a paperless work environment.

01:05 - 01:08

Redman, Janice J (janice.redman)

This term paperless is not anything new.

01:09 - 01:11

Redman, Janice J (janice.redman)

We've all talked about, for the most part.

01:11 - 01:24

Redman, Janice J (janice.redman)

Most of us included my company, have talked about going into this paperless environment, but of our Phi Insurance Company and we're kinda in the half and this happened.

01:24 - 01:33

Redman, Janice J (janice.redman)

But we have electronic, our digital documents and information, then we still have the paper documents, and that's probably.

01:33 - 01:33

Darrin LeRoy Klice

The.

01:34 - 01:35

Redman, Janice J (janice.redman)

Case for most companies.

01:35 - 01:43

Redman, Janice J (janice.redman)

So today, Brian, he's going to show us what it is, what we're missing, what it is that

we need to do.

01:44 - 01:52

Redman, Janice J (janice.redman)

So companies can achieve this, though, hopefully, eventually one day working in a digital paperless environment.

01:52 - 01:59

Redman, Janice J (janice.redman)

So I will, Without any further ado, I will, Brian, allow you to go ahead and take the floor.

02:06 - 02:07

Redman, Janice J (janice.redman)

Can probably hear me?

02:16 - 02:18

Redman, Janice J (janice.redman)

Said, Brian, it looks like your mic is on.

02:22 - 02:27

Redman, Janice J (janice.redman)

Hey, Mark, can use, figured out anything that's going on with Brian, is he talking?

02:27 - 02:27

Mark Conrad

Not?

02:28 - 02:29

Mark Conrad

Sure.

02:29 - 02:29

Mark Conrad

Yeah.

02:29 - 02:32

Mark Conrad

He was on a minute ago and it looks like.

02:32 - 02:33

Redman, Janice J (janice.redman)

Cave, awesome.

02:33 - 02:35

Mark Conrad

Fell off for a moment.

02:44 - 02:44

James Sherron

Ok.

02:47 - 02:50

Mark Conrad

Interesting is technically the presenter and then he disappeared.

02:54 - 02:59

Redman, Janice J (janice.redman)

Send him a look along this Way you can send him a quick chat.

03:03 - 03:04

[speaker unknown]

Hmm.

03:06 - 03:09

Mark Conrad

Yeah, I have to send an e-mail to which go, Brian?

03:11 - 03:17

Redman, Janice J (janice.redman)

Ok, so let's give Ryan a couple of minutes if they happen the technical difficulties.

03:18 - 03:18

Mark Conrad

Yeah.

03:43 - 03:44

Mark Conrad

Heritage.

04:29 - 04:29

Redman, Janice J (janice.redman)

Right?

04:36 - 04:38

Redman, Janice J (janice.redman)

Like to thank you for the person.

04:38 - 04:39

Redman, Janice J (janice.redman)

We were talking to Brian.

04:40 - 04:48

Redman, Janice J (janice.redman)

Just before everyone Got on the call, so we at least we know there, you know, he was coming through.

04:49 - 04:57

Redman, Janice J (janice.redman)

So Mark Conrad our techy person is I'm looking to connect with him I believe through e-mail.

04:59 - 05:00

[speaker unknown]

Hi.

05:03 - 05:06

[speaker unknown]

Ok, can people hear me?

05:07 - 05:09

Redman, Janice J (janice.redman)

Ok, Brian.

05:09 - 05:10

Redman, Janice J (janice.redman)

I can hear you.

05:11 - 05:18

[speaker unknown]

All right, so I apologize I my internet must have just crash and so I switched to my phy device We're good to go.

05:20 - 05:25

[speaker unknown]

Once Mark makes me the presenter again and I apologize for that everybody.

05:25 - 05:26

Mark Conrad

There you.

05:26 - 05:26

[speaker unknown]

Go.

05:29 - 05:29

Mark Conrad

Aye.

05:31 - 05:35

[speaker unknown]

Operates that look everyone can see him here now.

05:35 - 05:35

[speaker unknown]

Correct?

05:36 - 05:38

Mark Conrad

Yes, I think we're finally together.

05:39 - 05:46

[speaker unknown]

Alright, well, nothing like a little excitement to get things kicked off, so, thank you.

05:46 - 05:56

[speaker unknown]

I heard half of the, the opening, I'm talking about document management, The Paperless Office, and I'm excited to talk to everybody today.

05:57 - 06:05

[speaker unknown]

Uh, I will say yes, The Paperless Office has been talked about for many years and it's still many years away.

06:05 - 06:14

[speaker unknown]

However, the moves that we take right now to get us towards that goal are really what matter, and it is an incremental thing.

06:14 - 06:21

[speaker unknown]

So we'll talk a little bit today at kind of where the industry is, some markers of what's happening.

06:21 - 06:33

[speaker unknown]

And then at a very high level, we'll get into the the broad strokes of what it might take to move down this, you know, the roadmap towards that paperless office.

06:33 - 06:43

[speaker unknown]

And then towards the end, I'll get into some very specific details about what we can do to take those steps, or at least questions to ask to get us headed down that road.

06:45 - 06:53

[speaker unknown]

So, as they mentioned, my name is Brian ..., I've been working with this type of software for a long time.

06:54 - 07:04

[speaker unknown]

But I started on the technical side, and I was working with software, building solutions for customers, really doing things from a technical point of view.

07:05 - 07:17

[speaker unknown]

Then, now I'm a solutions account executive, which means I do a lot more customer facing kind of sales type work, But I love figuring out how technology can solve problems.

07:17 - 07:20

[speaker unknown]

And that's really what we're trying to do here.

07:20 - 07:29

[speaker unknown]

We get technology to solve problems, or help us be more, adapt it to the way people want to interact with us today.

07:30 - 07:35

[speaker unknown]

So, on that note, let's talk a little bit about what it looks like today.

07:35 - 07:55

[speaker unknown]

And this was a, it came from a report back in 20 17, but the the reality is, since then, everything has gotten turn even more towards this comment, which is each time a consumer is exposed to an improved digital experience.

07:56 - 08:01

[speaker unknown]

Of course, that changes their expectations for everywhere else.

08:01 - 08:13

[speaker unknown]

So, Amazon, air-b.n.b., Uber, you know, we're all familiar with these, but as those become more and more user friendly, people just expect that sort of digital experience everywhere.

08:14 - 08:20

[speaker unknown]

And I would add, especially this last year, with the coal, they'd like them.

08:20 - 08:30

[speaker unknown]

It was like pouring gasoline on this digital transformation fire because everybody was forced to start using these even more than they do now.

08:31 - 08:39

[speaker unknown]

So I think that really isn't for me, and a lot of what we're talking about today is just people are starting to expect that more and more.

08:40 - 08:43

[speaker unknown]

Now, a bit more specific to this market.

08:44 - 09:03

[speaker unknown]

I've got a few points here and really, you know, Gartner, addicted, but the Internet of Things, devices would grow to 25 billion by 2021 and if you've never heard of the Internet of Things, it's just every being connected to the internet.

09:03 - 09:18

[speaker unknown]

The internet started and it was just about computers but now our cell phones and our vehicles and our thermostats and our refrigerators, so many things are connected to the internet and it's growing and growing and growing.

09:18 - 09:27

[speaker unknown]

And I would even add the sense then ash, actually, Cisco, said by the end of 2021, they think it's going to be twenty seven point one billion dollars.

09:28 - 09:31

[speaker unknown]

So it's just an incredibly connected world.

09:32 - 09:43

[speaker unknown]

Now the next comment about changing demographics, we're looking at a pretty unique time in history when there are three generations in the workforce at the same time.

09:44 - 09:50

[speaker unknown]

And they are three generations that consume information in vaseline very different ways.

09:51 - 10:06

[speaker unknown]

So one of the things that I really enjoy, to be honest, is that when I talk about these changing demographics, and I work with, you know, 95% of what I do, is local and county government.

10:07 - 10:18

[speaker unknown]

But when a clerk, for instance, tells me that they know they're going to retire in a few years, and they don't want to leave an old system for the next person.

10:18 - 10:25

[speaker unknown]

But maybe that next person isn't ready for, so they wanna go ahead and at least start digitizing and start that process.

10:26 - 10:28

[speaker unknown]

To me, that's just a beautiful thing.

10:28 - 10:31

[speaker unknown]

It's a forward looking way of understanding what has to be done.

10:31 - 10:40

[speaker unknown]

And you'll hear me say this probably more than once, but it's not a matter of if these changes are going to happen in its web.

10:42 - 10:53

[speaker unknown]

So, as we keep going here, the digital transformation incorporation of ECM and ECM is electronic content management into desktop apps.

10:53 - 10:54

[speaker unknown]

You see the lists there.

10:54 - 10:58

[speaker unknown]

These are familiar, But, again, it's just changing the way we work.

11:00 - 11:14

[speaker unknown]

Regulatory demands, GDPR is a couple of years old now by, but demands of regulation, the audit trails, all of that sort of stuff becomes relatively important.

11:14 - 11:17

[speaker unknown]

And really you can't avoid it.

11:17 - 11:23

[speaker unknown]

And going electronic gives you the capability to really deal with that in a better way.

11:25 - 11:29

[speaker unknown]

Then last is increasingly cloud first.

11:30 - 11:40

[speaker unknown]

Now, I know Cloud has been a question for some, the security of the functionality of it, but the reality is, things are moving to the cloud.

11:41 - 11:47

[speaker unknown]

A lot of locations now are using Office 365, which actually has changed.

11:47 - 11:48

[speaker unknown]

And it's Microsoft online.

11:49 - 11:52

[speaker unknown]

Well, they never install Microsoft Word or Outlook.

11:52 - 11:57

[speaker unknown]

They just use the online capabilities of a cloud develop system.

11:58 - 12:01

[speaker unknown]

So, again, very mainstream, that's where it's headed.

12:01 - 12:24

[speaker unknown]

And across the industry, we definitely see that it's, it's definitely moving that way, and again, not to beat the dead horse to death, but especially when Calvin hit so much of the cloud, first development applications, the ones that were already there, we're able to provide better service to.

12:24 - 12:25

[speaker unknown]

To their users.

12:26 - 12:31

[speaker unknown]

Especially in the world of work, People can just work from home, because they can login from anywhere.

12:31 - 12:36

[speaker unknown]

It wasn't tied to being in an office, All right.

12:36 - 12:44

[speaker unknown]

So, as we get a bit more into the high level overview of the roadmap, I wanted to share this.

12:45 - 12:47

[speaker unknown]

We call it the digital transformation model.

12:47 - 12:56

[speaker unknown]

And, in this model, it's really just a step by step process of how you move from paper to a fully automated system.

12:56 - 13:02

[speaker unknown]

Some of you are probably already somewhere on this model, the transformation model.

13:03 - 13:16

[speaker unknown]

But, it shows five little steps, which is digitize documents, organize the documents, and then automate processes, streamline those processes, and then transform those processes.

13:17 - 13:24

[speaker unknown]

Really, what this is all about, Steps 1 and 2, trying to go together, Steps 4 and 5, Let

me go together.

13:25 - 13:28

[speaker unknown]

And really what it is, we need to capture and organize information.

13:29 - 13:42

[speaker unknown]

We want to automate things for better efficiency, Then we want to, in steps 4 and 5, really focus on understanding that the change management is never over.

13:42 - 13:44

[speaker unknown]

How can we make the process better?

13:44 - 13:49

[speaker unknown]

How can we go back and change something that in our policies has changed?

13:49 - 13:52

[speaker unknown]

How can we make things continually improve?

13:54 - 14:00

[speaker unknown]

So, let's look a bit more detailed at some of these steps, again, at a very high level.

14:01 - 14:08

[speaker unknown]

So, the first thing is, you can see in the top right, I put in there digitize and organize documents.

14:09 - 14:13

[speaker unknown]

When it comes to that, some people will call it a digital mailroom.

14:13 - 14:16

[speaker unknown]

Some will just call it, they're scanning room.

14:16 - 14:18

[speaker unknown]

And, really, the concept isn't the same.

14:19 - 14:25

[speaker unknown]

You can use a scanning system or a digital mailroom, as much or as little as you want.

14:26 - 14:31

[speaker unknown]

Uh, the bottom line is you want to convert all streams of data into digital information.

14:33 - 14:43

[speaker unknown]

And you'll hear me continually say that, all streams of data, You see their list and e-mail, fax, you know, paper.

14:43 - 14:49

[speaker unknown]

It's multiple things we want to digitize and so how it works.

14:49 - 14:53

[speaker unknown]

And more of an example, I guess, Invoices.

14:54 - 15:09

[speaker unknown]

Instead of just sending the physical mail to the finance team, maybe you would have the mailroom open up the invoice or excuse me, open the letter scan the invoice and then that invoice is already digital.

15:09 - 15:14

[speaker unknown]

Anything that has to be done with it is no longer paper moving around an office.

15:14 - 15:15

[speaker unknown]

It is.

15:15 - 15:15

Thomnyeil Foster

Just.

15:15 - 15:19

[speaker unknown]

A digital version of the same thing, that piece of paper.

15:20 - 15:21

[speaker unknown]

You don't have to reprint it.

15:21 - 15:24

[speaker unknown]

You don't have to send it through interoffice mail.

15:24 - 15:27

[speaker unknown]

It's just there and ready to be used.

15:27 - 15:31

[speaker unknown]

And we'll talk more about an invoice type process in a moment.

15:32 - 15:43

[speaker unknown]

But the same with, maybe records management, in the records management world, depending on what industry you're in, and I mentioned I deal a lot with government.

15:44 - 15:47

[speaker unknown]

E-mail can be foyer, fire a bowl.

15:47 - 16:04

[speaker unknown]

Open Records Request, so, having a structured method to capture even e-mail, instead of leaving it in each person's individual e-mail account, maybe we want a structured way to capture e-mail, to put into a records retention area.

16:05 - 16:10

[speaker unknown]

And again, facts, phone calls, like anything that you need to capture.

16:11 - 16:15

[speaker unknown]

Essentially, it works better if you have a single point of capture.

16:15 - 16:18

[speaker unknown]

So scanning machine, the digital mailroom.

16:19 - 16:29

[speaker unknown]

And again, as we look over there on the right side, the benefits, you can read through those and obviously, it's gonna reduce the cost and time.

16:29 - 16:37

[speaker unknown]

If you've got one person just getting it done and putting it right in front of whoever needs the information, we no longer have to walk it to their desk.

16:37 - 16:39

[speaker unknown]

Automation, tracking.

16:39 - 16:42

[speaker unknown]

All of those things are immense benefits.

16:43 - 16:50

[speaker unknown]

So, the next step would be not just scanning, capturing that information.

16:50 - 16:52

[speaker unknown]

But we've talked about automation.

16:52 - 16:55

[speaker unknown]

So, workflow automation services.

16:55 - 17:04

[speaker unknown]

And what you see here is, and I'll go back to that invoice thing I was talking about.

17:04 - 17:16

[speaker unknown]

Well, maybe instead of just opening the letter, the envelope, putting that invoice, scanning it in, Maybe as soon as we scan it, our system knows via some automation.

17:16 - 17:19

[speaker unknown]

But this goes to the finance team.

17:19 - 17:27

[speaker unknown]

Or maybe we bypass the finance team and we send it directly to the department head that needs to approve that invoice.

17:27 - 17:33

[speaker unknown]

And the automation allows them to stamp on their signature and send it right back to the finance team for payment.

17:34 - 17:42

[speaker unknown]

Those are the types of automation that take capturing information and turning it digital and kind of supercharge it.

17:43 - 17:46

[speaker unknown]

So, automation services are vast.

17:46 - 17:49

[speaker unknown]

They can be department specific.

17:49 - 17:52

[speaker unknown]

They can be across the entire enterprise.

17:52 - 18:05

[speaker unknown]

Whoever needs access to information once it's digitized, This being one of the key factors, we break down those information silos and make that information available to the right person at the right time.

18:06 - 18:16

[speaker unknown]

I mentioned apartments because a lot of automation software is department specific, and those are great.

18:16 - 18:19

[speaker unknown]

They're usually a bit quicker to spin up there.

18:19 - 18:21

[speaker unknown]

They're just the startup.

18:21 - 18:22

[speaker unknown]

You configure them the ready to go.

18:23 - 18:31

[speaker unknown]

There are also systems that approach the entire enterprise and one piece of software might be able to work for every department.

18:32 - 18:34

[speaker unknown]

Regardless, this is automation.

18:35 - 18:37

[speaker unknown]

Really, when we look over there at the benefits.

18:38 - 18:54

[speaker unknown]

Again, it's about to boil it down, saving time, making things easier, Making them nicer for the end user or the customer that we're servicing, whether that customers are paying customer or a constituent.

18:54 - 19:01

[speaker unknown]

It's really about automating and making things not really flow and track well.

19:02 - 19:05

[speaker unknown]

And if you remember, I mentioned regulations.

19:06 - 19:17

[speaker unknown]

There's a customer that, it's a city, but they set up a system to allow the marijuana industry, people need to apply for a license.

19:18 - 19:26

[speaker unknown]

Well, that application usually results in 3 to six inch binder bowls of documentation.

19:27 - 19:39

[speaker unknown]

And using this type of system and automation, they're able to instantly capture all that information they no longer reprinted it, which they have to go to many departments for approval.

19:39 - 19:45

[speaker unknown]

So they save on printing six inches of documentation and sending five different places.

19:46 - 20:01

[speaker unknown]

And one of the kind of hidden savings was that there's litigation when someone gets denied a license to sell their medical marijuana, they need to really have incredibly detailed information as to why they were denied.

20:02 - 20:16

[speaker unknown]

And this type of automated system, with all of the tracking and all of that regulatory compliance, they weren't able to instantly show to a judge, here's why they were denied, here's the steps that were taken, and it helped immensely.

20:17 - 20:21

[speaker unknown]

So, again, this is all about automation services, that kind of a high level.

20:22 - 20:30

[speaker unknown]

Then the last high level thing that I wanted to mention was Artificial Intelligence and Robotic Process automation.

20:31 - 20:41

[speaker unknown]

Now, for those of you who may be just starting this journey, this might sound way beyond what we should be talking about today.

20:42 - 20:54

[speaker unknown]

However, this is part of that automate process, and it's, it's not quite as high-tech, as you may think, but it's useful in everyday situations.

20:54 - 21:07

[speaker unknown]

So, robotic process automation, in general, all it does is take's mundane, boring activities that a human might have done, and turns eventually an automated process.

21:08 - 21:17

[speaker unknown]

So, an example of this is, I work with the county health agency, who, part of what they do is they test water supplies near the Great Lakes.

21:18 - 21:21

[speaker unknown]

They grab the information from a lab report.

21:21 - 21:29

[speaker unknown]

And what used to happen was they then manually had to type in the information off the lab report into a state run website.

21:29 - 21:41

[speaker unknown]

We set up a robotic process automation that captures that lab report, finds the data that it needs to put into the state system, and then automatically puts it into the state system.

21:42 - 21:50

[speaker unknown]

This was a 7 to 8 hour per week job, but we reduced down to 1 to 2 hours.

21:51 - 21:55

[speaker unknown]

So, again, it started with capturing those lab reports digitally.

21:55 - 21:59

[speaker unknown]

When we capture the data digitally first, we go paperless.

22:00 - 22:05

[speaker unknown]

All of a sudden, we can grab information off that paper and make it useful down the road.

22:08 - 22:21

[speaker unknown]

Those were a couple of slides about kind of very high level what could happen, but really, it comes down to, from understanding the high level, what are practical steps forward?

22:22 - 22:26

[speaker unknown]

Maybe some of you are asking, what can I do to move forward?

22:26 - 22:29

[speaker unknown]

And I hope you are because the first.

22:29 - 22:31

[speaker unknown]

But let's go back to the basics.

22:32 - 22:37

[speaker unknown]

And this is where we'll really get into the meat, which is image and content processing.

22:37 - 23:01

[speaker unknown]

I say content processing, because most of us think about this process as we're going to scan paper and make it a digital version, but you can capture, and you see them listed there, PDF, fax, e-mail, even video, and audio files can be captured and used in digital situations.

23:02 - 23:05

[speaker unknown]

And what you're capturing really does matter.

23:05 - 23:15

[speaker unknown]

Like I would actually think you want to look about where you're going to be storing these things as one of the major questions at which we're getting into questions here in just a moment.

23:16 - 23:34

[speaker unknown]

But if you're going to scan documents in and they're just going on your server, and you're going to find them through Windows Explorer, that's probably going to be a bit different process than if you're going to use something like Dropbox or OneDrive, or even a document management system.

23:35 - 23:40

[speaker unknown]

So, I'm kind of saying it is an order by the step up to a document management.

23:40 - 23:47

[speaker unknown]

Software really does allow more control and tools of documents.

23:47 - 23:52

[speaker unknown]

It helps with organization, and usually a much better search capability.

23:53 - 23:56

[speaker unknown]

You see there in the second point of how it works.

23:56 - 24:10

[speaker unknown]

Ocr is Optical Character Recognition, where we turn an entire document into a text searchable piece of data, So I can search for any word within that document.

24:10 - 24:14

[speaker unknown]

And that's more when you get into the document management systems.

24:14 - 24:24

[speaker unknown]

Then, that final level is what I've mentioned before, electronic content management, and those are like document management systems on steroids.

24:24 - 24:33

[speaker unknown]

It gives you all that capability to manage your content, but usually then adds in the automation capabilities that I was just mentioning.

24:35 - 24:39

[speaker unknown]

So, capturing information is incredibly important and how will we do that.

24:40 - 24:59

[speaker unknown]

Obviously, the, the noted ones usually are the scanners and scanning documents in, but also the video, audio, e-mail, et cetera, there, Depending on your specific situation, how we capture things, would really come down to very specific.

24:59 - 25:03

[speaker unknown]

So, we'll easier talked about on a 1 by 1 basis.

25:04 - 25:24

[speaker unknown]

But the benefits, I mean, if you get things digital, now, all of a sudden, it's very easy to proper backups not have to worry about watering fire damage, enabling some of that automation that we just mentioned, speeding up processing documents.

25:24 - 25:34

[speaker unknown]

There's a reason why all banks are online now, while you're in, you know, your insurance company has the ability to process documents with an online signature.

25:34 - 25:36

[speaker unknown]

It speeds things up.

25:36 - 25:38

[speaker unknown]

It reduces costs.

25:38 - 25:42

[speaker unknown]

If you can automate things less human labor, it's a no-brainer.

25:43 - 25:50

[speaker unknown]

So, within imaging content, products that see, what we have to ask is, How do I get started?

25:50 - 26:03

[speaker unknown]

And a few questions to look at here, obviously, number one, what am I scanning, or capturing, you know, what is the things that I'm trying to get?

26:03 - 26:09

[speaker unknown]

And that determines what, know, what pieces of equipment you may need to get.

26:10 - 26:12

[speaker unknown]

Where am I scanning to?

26:12 - 26:23

[speaker unknown]

This is, again, I just mentioned it, but this is a lot about, are you just going to your network server, already, going into a document management type system?

26:24 - 26:38

[speaker unknown]

So, the other thing I would caution where my scanning, too, if you're going to be going to a cloud based system versus an on premise system, then you may want to ask some questions about video.

26:39 - 26:41

[speaker unknown]

Video takes up huge amounts of space.

26:42 - 26:44

[speaker unknown]

I work with some policing agencies.

26:44 - 26:59

[speaker unknown]

Some are able to store in a cloud system, some of their on site servers, because it really does come down to a cost of, is it more cost effective and better to save this to the cloud or on premise system.

26:59 - 27:02

[speaker unknown]

So that's a really important question.

27:03 - 27:06

[speaker unknown]

Is there any specific department I want to start with?

27:06 - 27:12

[speaker unknown]

Now, this might seem like a strange question, but nobody likes change.

27:12 - 27:19

[speaker unknown]

And when we think about implementing a change like this, it is a big change for someone who has always used paper.

27:20 - 27:22

[speaker unknown]

Getting them to change is a big deal.

27:23 - 27:36

[speaker unknown]

But within specific departments, what I usually counsel is let's find a department that knows they need to change, and we can find 1 or 2 things that are going to be really big, quick wins.

27:37 - 27:42

[speaker unknown]

That way, from a change management perspective, we're able to build excitement.

27:43 - 27:46

[speaker unknown]

People see something that works and they like it.

27:47 - 27:49

[speaker unknown]

Then that excitement spreads to other departments.

27:50 - 28:01

[speaker unknown]

I have actually been part of projects where, once you get going and the excitement builds, some of the other departments asked, Hey, why wasn't I involved?

28:01 - 28:02

[speaker unknown]

Or When is mine coming?

28:03 - 28:05

[speaker unknown]

Instead of, Oh, no.

28:05 - 28:06

[speaker unknown]

When do we have to do that?

28:07 - 28:19

[speaker unknown]

So planning ahead, Asking some of these questions is, Is really important, and I'm not going to go through every question here, but a couple that I do think are important.

28:21 - 28:23

[speaker unknown]

Let's see, how will the data be used?

28:23 - 28:27

[speaker unknown]

Again, this goes back to are we going to use some automation?

28:28 - 28:37

[speaker unknown]

If we're using automation, we definitely want to make sure we're capturing it and digitizing it, using it correctly so that we can.

28:40 - 28:42

[speaker unknown]

Be able to use it in a bunch of different ways down the road.

28:44 - 28:54

[speaker unknown]

The last one I want to point out on this particular screen is Do I use a third party scanning company or purchase tools to do the scanning yourself?

28:56 - 29:05

[speaker unknown]

Third, party scanners are definitely a cost, but what a lot of people don't think about and the good things to think about ahead of time.

29:06 - 29:11

[speaker unknown]

Those third party scanners aren't just putting a bunch of papers into a big scanner and hitting scan.

29:12 - 29:22

[speaker unknown]

If you're going to do it yourself, think about the time that it's going to take to remove staples, paperclips, sticky notes, fold over any curled up edges.

29:22 - 29:29

[speaker unknown]

There's a lot that does go into that, so think about that amount of time that you may need to have someone doing that.

29:30 - 29:41

[speaker unknown]

Also, if you do use a third party, other than capturing it, and how will it be brought into your document management or electronic content management system?

29:42 - 29:46

[speaker unknown]

If you have a party, for me, I sell their software.

29:46 - 29:51

[speaker unknown]

Whenever one of my customers talks about going to a third party scanner, that's great.

29:52 - 30:06

[speaker unknown]

I'm just asked that we have a meeting all three of us together because we want to make sure they're scamming and giving us back information in a way that makes it easily ingested into the system and doesn't cause extra costs later on.

30:08 - 30:12

[speaker unknown]

So that is really that first step, image and content processing.

30:13 - 30:19

[speaker unknown]

And now, to talk just a little bit about that automated solution, the Electronic

Content Manager.

30:21 - 30:25

[speaker unknown]

A couple of things to look at and what some of those benefits are.

30:25 - 30:36

[speaker unknown]

So, first, again, you can read through all of these, but I think some of the ones to point out features to look for cloud or on premise quite often comes down to security.

30:36 - 30:39

[speaker unknown]

But also, what information do you want to store?

30:39 - 30:44

[speaker unknown]

How much does it cost to store it in the cloud, versus on premise?

30:44 - 30:48

[speaker unknown]

You're paying for your own servers, And it's, yeah.

30:48 - 30:49

[speaker unknown]

It's a cost.

30:49 - 30:51

[speaker unknown]

Either waives, just deciding what works for you.

30:53 - 30:59

[speaker unknown]

But cloud or on premise kinda goes right with the next one, and it says user, file and task management.

30:59 - 31:04

[speaker unknown]

However, what we're really talking about there is, what is the security level you need?

31:05 - 31:09

[speaker unknown]

Depending on the organization, you're going to have security requirements.

31:09 - 31:12

[speaker unknown]

I do work with some policing agencies.

31:12 - 31:21

[speaker unknown]

I mentioned where there's some FBI regulations about what you do with it, criminal information, and so, that has to be followed.

31:21 - 31:25

[speaker unknown]

Maybe a cloud system can or can't do that.

31:26 - 31:29

[speaker unknown]

We look down, oh, document life cycle management.

31:29 - 31:32

[speaker unknown]

For records management people, this is huge.

31:33 - 31:42

[speaker unknown]

Tools that give you very easy and quick ability to manage that document life cycle, to deal with the records retention capabilities.

31:43 - 31:45

[speaker unknown]

Make sure your system has something like that.

31:45 - 31:58

[speaker unknown]

And, of course, if you want to move into the automation, like we talked about, or I've mentioned some of them, just make sure that you're looking for a system, that it's easy to implement new automation.

31:59 - 32:05

[speaker unknown]

Some systems are very complex, some are easy, So just make sure you're comfortable with what it's like to do that.

32:07 - 32:15

[speaker unknown]

Again, on the benefits, I'm not necessarily going to mentioning every single benefit there, because a lot of them are pretty obvious.

32:15 - 32:28

[speaker unknown]

What I will say is that when I work with a customer, one of the things that I say is, if we're automating and we're going digital, If this doesn't make your life easier, then we're doing something wrong.

32:29 - 32:41

[speaker unknown]

So, again, going back to change management and how you get everyone ready to go down this digital road, you've got to help them understand that.

32:42 - 32:48

[speaker unknown]

Making someone's life easier, doesn't necessarily mean what they're used to or what they're comfortable with.

32:49 - 32:52

[speaker unknown]

Easier means it takes less time.

32:52 - 32:59

[speaker unknown]

It's one click instead of walking three offices away and doing something there manually.

32:59 - 33:01

[speaker unknown]

So we talk a lot about it.

33:01 - 33:02

[speaker unknown]

It doesn't make your life easier.

33:02 - 33:04

[speaker unknown]

We're doing something wrong.

33:04 - 33:08

[speaker unknown]

But if we are making your life easier, then this is probably worth looking at.

33:10 - 33:17

[speaker unknown]

So, those are the benefits, And you can read some of those benefits there, but bottom line, it has to make your life easier.

33:18 - 33:22

[speaker unknown]

And so, let's get into some of the detailed questions to consider.

33:23 - 33:33

[speaker unknown]

If you do want to go down this road and get into more content, electronic content management, which I relate a lot to the automation of processes.

33:34 - 33:36

[speaker unknown]

There's some questions there.

33:36 - 33:40

[speaker unknown]

But you can certainly ask yourself and ask the people around you.

33:40 - 33:42

[speaker unknown]

I'll highlight a few of those.

33:43 - 33:46

[speaker unknown]

But do you want cloud based, or on premise?

33:46 - 33:50

[speaker unknown]

Again, we've kinda mentioned this, but that is a big question.

33:51 - 33:56

[speaker unknown]

As I mentioned, a lot of software now is getting more focused on developing the cloud first.

33:56 - 34:00

[speaker unknown]

So there are a lot of options that weren't even out there.

34:00 - 34:01

[speaker unknown]

You know, 1 or 2 years ago.

34:02 - 34:07

[speaker unknown]

Things are really moving fast on the cloud side, So I'd encourage you to at least look into it.

34:08 - 34:10

[speaker unknown]

We mentioned security requirements.

34:10 - 34:12

[speaker unknown]

That is going to be huge.

34:12 - 34:15

[speaker unknown]

Always make sure that the system can do the security.

34:15 - 34:19

[speaker unknown]

Then we really focus on integrations.

34:20 - 34:23

[speaker unknown]

So what existing software do you need to integrate with?

34:23 - 34:30

[speaker unknown]

There's no document management or automation software that's going to be able to do everything you need it to do.

34:31 - 34:54

[speaker unknown]

Is it able to seamlessly integrate with things like your financial system, or a GIS type system, or, you know, whatever the case may be, can integrate with your existing information, or, or software, um, existing processes that could.

34:54 - 34:56

[speaker unknown]

That each department could automate.

34:57 - 35:04

[speaker unknown]

I'd like to ask this upfront, It builds a little excitement in when you asked

departments, what could we automate.

35:06 - 35:13

[speaker unknown]

It can be something as simple as a garage sale permits, or a time off request for HR.

35:13 - 35:15

[speaker unknown]

Or it can be as complex.

35:15 - 35:23

[speaker unknown]

You know, I mentioned an invoice approval process, but I've built processes that start with the requisition and go through a PO approval.

35:23 - 35:28

[speaker unknown]

And then the purchase, and then the invoice comes, and it goes through it.

35:29 - 35:30

[speaker unknown]

Approval again.

35:30 - 35:32

[speaker unknown]

And finally, someone cuts the check.

35:32 - 35:38

[speaker unknown]

We can automate extremely complex, but also incredibly simple processes.

35:39 - 35:43

[speaker unknown]

And instead of asking what they think they could automate.

35:43 - 35:50

[speaker unknown]

One of the questions I like to ask is, what is the process that everyone at the company just can't stand?

35:50 - 35:51

[speaker unknown]

It never works efficiently.

35:51 - 35:52

[speaker unknown]

It's not fast.

35:53 - 35:57

[speaker unknown]

Where is the pain points, and that will give you another great place to look for?

35:59 - 36:01

[speaker unknown]

What is looks going to happen?

36:03 - 36:12

[speaker unknown]

Prebuilt modules, things like contract management, or a records retention system, open records request.

36:12 - 36:17

[speaker unknown]

If they have modules that are pre-built, that's just going to cut down on your implementation, time.

36:19 - 36:21

[speaker unknown]

Mobile, if you need mobile or not.

36:21 - 36:32

[speaker unknown]

And then the last one that I think is always, incredibly important, are the one I like to focus on, is, how easy is this to learn or train our employees.

36:32 - 36:43

[speaker unknown]

So, ease of use or ease of catching on, again, goes back to change management, which really is, kinda goes with that last point there, How can I prepare the team?

36:44 - 36:53

[speaker unknown]

Change, management is so important, you've got to manage expectations in a major shift in how people function and do their work.

36:54 - 37:04

[speaker unknown]

So, those are some great questions to consider, and I'm pretty sure that those will be available if anybody wants to reach out.

37:05 - 37:08

[speaker unknown]

But let's kind of finish up here looking at a couple of things: What does this mean?

37:09 - 37:17

[speaker unknown]

So, the last one, not last but looking at what we looked at earlier, the explosive growth in mobile devices.

37:17 - 37:24

[speaker unknown]

You know, the internet of Things, we want to just be able to use any technology to make things better.

37:24 - 37:31

[speaker unknown]

And that's technology is changing drastically fast in the world of document management, records, retention.

37:31 - 37:34

[speaker unknown]

Lets use, whatever technology is out there.

37:35 - 37:42

[speaker unknown]

With the changing demographics, let's use software, make things fit your environment.

37:42 - 37:46

[speaker unknown]

This is a roadmap to The paperless Office.

37:46 - 37:50

[speaker unknown]

It's not a, what oberon one day and it's over.

37:50 - 37:57

[speaker unknown]

It's finding a way to allow the difference generations to be able to do their work stele.

37:57 - 38:04

[speaker unknown]

But all together, how can you provide options for people that, you know, allows everyone to get what they need?

38:05 - 38:08

[speaker unknown]

Um, incorporation of ECM.

38:08 - 38:12

[speaker unknown]

This is just, again, do you have the ability to integrate?

38:12 - 38:23

[speaker unknown]

Can you make your documents that go digital easily, be worked with, with your existing business systems, and, of course, increasing regulatory demands.

38:24 - 38:34

[speaker unknown]

There's probably industry has, that an automated system, a document management system, is going to track everything that people do within it.

38:34 - 38:37

[speaker unknown]

So auditing, we call audit trail.

38:37 - 38:41

[speaker unknown]

Being able to track who did what, when is just built-in.

38:41 - 38:43

[speaker unknown]

It's no longer a manual thing.

38:43 - 38:49

[speaker unknown]

You can click a couple buttons and run the report to prove that you are actually being compliant.

38:50 - 39:02

[speaker unknown]

And of course, cloud first, this, again, it comes down to what your requirements are, but there are more and more options out there, and there are even hybrid options that really will suit your requirements.

39:03 - 39:06

[speaker unknown]

I think the goals really are in the end.

39:06 - 39:11

[speaker unknown]

We want to improve employee productivity, and not just productivity, but happiness.

39:12 - 39:14

[speaker unknown]

Again, we go back to those generations.

39:15 - 39:20

[speaker unknown]

The generation that's coming in has always done everything digitally.

39:21 - 39:25

[speaker unknown]

And when you take that away from them, they're just not happy.

39:25 - 39:28

[speaker unknown]

This is a way to increase productivity.

39:28 - 39:30

[speaker unknown]

But also, keep them happy.

39:31 - 39:33

[speaker unknown]

Streamlining business processes is just great.

39:33 - 39:40

[speaker unknown]

We want to make things more efficient, and by making them more efficient, it's going to help with regular regulatory compliance.

39:40 - 39:42

[speaker unknown]

We're going to track everything that's happening.

39:43 - 39:55

[speaker unknown]

And I think the bottom line, the end here, is improved customer experience, and I mentioned that, whether it's a paying customer, or a tax paying customer, who's a constituent.

39:56 - 39:58

[speaker unknown]

We want them to be happy.

39:58 - 40:01

[speaker unknown]

We want to serve our customers well.

40:01 - 40:08

[speaker unknown]

We want them to enjoy interacting with us, and moving digital is an incredibly great way to do that.

40:09 - 40:21

[speaker unknown]

So, we're gonna open it up for questions, but I did also just want to pull up on screen, I would love to connect with you, you have, I think I mentioned that the slides are available.

40:22 - 40:26

[speaker unknown]

You can certainly reach out to our mine and get that information.

40:26 - 40:32

[speaker unknown]

But you also are more than welcome to contact me and my phone number, my e-mail, and I am on LinkedIn.

40:33 - 40:34

[speaker unknown]

We'd love to talk to you.

40:35 - 40:40

[speaker unknown]

With that, I will say, thank you so much for your attention and your time today.

40:40 - 40:44

[speaker unknown]

And we're just going to open it up for questions.

40:44 - 40:54

[speaker unknown]

And I'm not sure, Mark, if you have to, if we're doing this through chat, or if it's going to be, people can unmute and ask questions.

40:54 - 40:55

[speaker unknown]

I'm not sure.

40:57 - 41:02

Mark Conrad

There we go, We'll start with just seeing if people want to unmute and ask questions.

41:02 - 41:09

Mark Conrad

Everyone is certainly, if you want to, you can go ahead and just put it in the chat box if you find that easier.

41:17 - 41:25

Mark Conrad

And we will be putting the recording of this, as well as the slide, show, PDF version of some of this, as well, online.

41:25 - 41:25

Mark Conrad

On our website.

41:25 - 41:28

Mark Conrad

And I'll send out that information once.

41:28 - 41:32

Mark Conrad

It's all available on the website for anyone who might want to review this.

41:32 - 41:32

Mark Conrad

So.

41:34 - 41:38

Mark Conrad

I see some people on mute, and go ahead if you want to ask a question.

41:59 - 42:01

[speaker unknown]

Don't ever want to jump in at once.

42:02 - 42:11

Mark Conrad

Here we are, one got into the chat Who are some of the top players and document management solutions.

42:13 - 42:13

[speaker unknown]

Yeah.

42:13 - 42:18

[speaker unknown]

And I can tell you though, again, the world I live in is very government focused.

42:18 - 42:32

[speaker unknown]

I have some private industry customers as well, but I would say on bass and laser fish are the two most common, full electronic content management systems.

42:33 - 42:36

[speaker unknown]

And I do some lazer fish just as a disclaimer there.

42:37 - 42:46

[speaker unknown]

But when you look a little bit down the road more that are more focused on

document management, there are things like M files in square nine.

42:48 - 42:56

[speaker unknown]

There's a lot of a box and drop box, again, each level, Kanda does something a little bit different.

42:57 - 43:05

[speaker unknown]

But given that full electronic content management realm, in my world, it's usually on bass and laser fish.

43:08 - 43:17

[speaker unknown]

And I did see someone also asked, what's the best place to start, especially if you don't have a big, quick win.

43:18 - 43:21

[speaker unknown]

And I think that's really specific to your industry.

43:22 - 43:31

[speaker unknown]

Because it might be, but just getting tons of information digital.

43:31 - 43:35

[speaker unknown]

That's the goal, because you want to free up all that office space.

43:35 - 43:41

[speaker unknown]

I work with some financial advisors who, up until a year ago, everything was in a file cabinet.

43:41 - 43:44

[speaker unknown]

And that file cabinet room was massive.

43:44 - 43:48

[speaker unknown]

I mean, it's a large, large conference room, almost.

43:49 - 43:51

[speaker unknown]

And now it's just dead space for them.

43:51 - 43:58

[speaker unknown]

So getting everything digital, free up space, and obviously made everything searchable.

43:58 - 44:02

[speaker unknown]

If someone misfiled something, it's no longer missing you search.

44:02 - 44:05

[speaker unknown]

And even if it was filed in the wrong place, you can find it.

44:06 - 44:13

[speaker unknown]

So I think that's step 1 and 2, get paper, or other things.

44:13 - 44:19

[speaker unknown]

But we tend to think about paper, Get paper, digital, scan it in, get it stored somewhere.

44:20 - 44:34

[speaker unknown]

And I won't even say, Lisa, If you don't have a specific, big win or you don't have the software that we're talking about, I think the software is great because you know how to store immediately.

44:35 - 44:57

[speaker unknown]

For use down the road, but even just getting paper digital onto a netbook computer onto a server, that helps, because then if you do a year later, by some software, you're going to be able to ingest that, that stuff first, very, very quickly, as opposed to having to scan everything in.

44:57 - 45:01

[speaker unknown]

So, at the very least, first step, let's just get things turn digital.

45:02 - 45:05

[speaker unknown]

So, hope that helped a little bit on that one.

45:07 - 45:15

[speaker unknown]

And then someone asked some of the best processes that a municipality can automate to make them run more efficiently.

45:16 - 45:18

[speaker unknown]

And I mentioned why.

45:18 - 45:21

[speaker unknown]

Something as simple as a garage sale permits.

45:22 - 45:28

[speaker unknown]

That's a funny one, But I use that one because it's so simple.

45:28 - 45:40

[speaker unknown]

But in the municipality that I originally worked with on this, they had a piece of paper that people needed to fill out, bring into the office, go through an approval process.

45:40 - 45:43

[speaker unknown]

And this was a municipality where there was no fee.

45:43 - 45:47

[speaker unknown]

Like you needed the garage sale permit to have your garage sale.

45:47 - 45:48

[speaker unknown]

But there wasn't even a fee.

45:49 - 45:52

[speaker unknown]

So automating something that's simple.

45:52 - 45:56

[speaker unknown]

Now someone fills it out on their phone at home, Submit.

45:56 - 45:57

[speaker unknown]

It gets approved.

45:57 - 46:04

[speaker unknown]

We automatically e-mail them their certificate, and for the clerk, it was as simple as, Click a button.

46:04 - 46:06

[speaker unknown]

I approve I don't approve and it's done.

46:08 - 46:22

[speaker unknown]

That's a process of fate, really small processes like that versus the marijuana one, where all this documentation comes in and then it literally went through six different departmental approvals.

46:23 - 46:28

[speaker unknown]

So Or, or I've got another 1, 1 of the, well, let's see.

46:28 - 46:29

[speaker unknown]

Municipality.

46:30 - 46:36

[speaker unknown]

Quite often, they'll automate any business application, permanent applications.

46:37 - 46:42

[speaker unknown]

On the HR front, like I mentioned, you can get real easy, quick wins.

46:42 - 46:52

[speaker unknown]

And by easy, I mean, with the software I sell, it could be about a one hour investment of time to build a time off request.

46:52 - 46:58

[speaker unknown]

And when the person asks for a day off, it automatically knows who their manager is.

46:58 - 47:00

[speaker unknown]

It goes to them, the manager clicks, yes.

47:00 - 47:05

[speaker unknown]

And it automatically sends HR the notification to do what they need to do.

47:05 - 47:15

[speaker unknown]

So, very, very wide range of what you could do, you know, what are the best

processes, it comes down to what you want to do.

47:17 - 47:23

[speaker unknown]

But they can be incredibly simple, fast wins or they can be immensely complex.

47:23 - 47:42

[speaker unknown]

I mentioned marijuana, but an HR process where we now host our job application online and built into the process is the entire interview process and doing background checks or, you know, personality profile tests, automating all of that.

47:43 - 47:52

[speaker unknown]

And because we captured all the information, when they send me their application, well, now we can pre fill out all of their onboarding documents.

47:52 - 48:02

[speaker unknown]

So, the employee manual already has their name and maybe phone number and e-mail, and all they have to do is sign it, a W two or other tax forms.

48:03 - 48:15

[speaker unknown]

We can pre populate all the information that they gave us, so that's really, the thing, is what can we capture, what information can we grab, we use it, and make things more efficient later.

48:17 - 48:21

[speaker unknown]

Alright, I don't know if anybody, I just kinda rolling along here.

48:21 - 48:25

[speaker unknown]

If anybody wants to verbally ask a question, please do.

48:28 - 48:35

[speaker unknown]

There is a question in chat about, can a new document management solution integrate with other systems?

48:35 - 48:46

[speaker unknown]

And I'm not sure if that means with, like, if you had an old document management, you want to convert, which I can answer quickly and just say, yes, we've done that.

48:46 - 48:52

[speaker unknown]

Or if it's when it says Integrate, I kinda mentioned integrations as we went along.

48:52 - 49:01

[speaker unknown]

But guess most of tumors we work with, have other systems already in place, and I'll give you an example.

49:02 - 49:09

[speaker unknown]

Finance system and in, in Michigan, there's a lot of a product called BS and Egg.

49:10 - 49:15

[speaker unknown]

And it has different modules, but a lot of people use it for the municipality's finances.

49:17 - 49:32

[speaker unknown]

The software that we use has the ability to integrate and store the information out of the SMA or make things available as such as documents to the SMA or to that financial system.

49:33 - 49:47

[speaker unknown]

We have a lot of ability to integrate with anything, and it's really a matter of what do you want that integration to do, because there are multiple ways to do integrations.

49:47 - 49:54

[speaker unknown]

And, again, the software that I work with, definitely has a lot of those integration capabilities.

49:54 - 50:00

[speaker unknown]

What you want done is really determines which path to take.

50:03 - 50:15

[speaker unknown]

Right, How can you justify investing in a DMS document management system when departments want to use their line of business application to store digital images?

50:16 - 50:22

[speaker unknown]

For instance, storing digital images of invoices in a financial system like S&P.

50:23 - 50:26

[speaker unknown]

So this is the perfect question, Ann.

50:26 - 50:26

[speaker unknown]

And.

50:29 - 50:30

[speaker unknown]

I have a couple of responses.

50:30 - 50:37

[speaker unknown]

So I just mentioned a financial system called ..., which, similar to S&P.

50:40 - 50:46

[speaker unknown]

A lot of times, those line of business applications aren't great at document management.

50:46 - 50:49

[speaker unknown]

And what I mean by that is, you can store it.

50:49 - 51:01

[speaker unknown]

So one of the things I run into is that financial system will store an invoice for that vendor, but it's under that invoice screen.

51:02 - 51:17

[speaker unknown]

And if I wanted to run a search and pull back every invoice that that particular with that vendor, and even for the last three X right, I want to pull every invoice from that vendor for the last two years.

51:17 - 51:27

[speaker unknown]

And maybe I want to narrow it down and say, I want all the invoices from that vendor in the last two years where we purchased a laptop.

51:28 - 51:42

[speaker unknown]

A lot of those line of business systems, there, they don't have that type of document management or the search capabilities, whereas a lot of electronic content management systems do.

51:43 - 52:01

[speaker unknown]

Then the other, when you talk about the apartments, one of the things that we like to say is, there are some very great, and by the way, I'm sorry, let me pause because I do want to say this, some of those line of business applications like the SMA that I've been talking about.

52:01 - 52:02

[speaker unknown]

And I'm familiar with that, Saint Pete.

52:04 - 52:12

[speaker unknown]

They're really good at what they do, but maybe a document management system is good at a different part.

52:13 - 52:14

[speaker unknown]

Kinda like the example I just said.

52:15 - 52:26

[speaker unknown]

However, when we talk about multiple departments, one of the things that may not matter to every individual department, but it really matters to IT.

52:27 - 52:31

[speaker unknown]

When every department has its own different line of business application.

52:31 - 52:39

[speaker unknown]

That means IT needs to know how to learn and support every single different piece of software.

52:39 - 52:56

[speaker unknown]

Whereas, if you get a electronic content management system, depending on how you use it, it could, and I have seen it, where putting it into a location means you no longer need 6 or 7 of those other applications anymore.

52:57 - 52:59

[speaker unknown]

So it, potentially, is saving money.

52:59 - 53:03

[speaker unknown]

You have one system that can do multiple departments.

53:04 - 53:13

[speaker unknown]

But where it's necessary, again, going back to that comment I made, if this doesn't make your life easier, then we're doing something wrong.

53:13 - 53:22

[speaker unknown]

If S&P can do something better than this electronic content management system than we are, then keep it.

53:23 - 53:27

[speaker unknown]

But finding where the strengths and weaknesses are of each and does this.

53:27 - 53:43

[speaker unknown]

Does the investment actually justify the purchase, and we can help you figure that out to, again, in every location, it's very specific, but I hope that kind of answered it are two different veins to that.

53:43 - 53:45

[speaker unknown]

But, hopefully, that helps.

53:48 - 53:48

[speaker unknown]

Aye.

53:49 - 54:01

[speaker unknown]

Don't see any more in the chat box right now, but always willing for people just to unmute and ask the question or throw something else in the chat.

54:03 - 54:08

[speaker unknown]

And I'll just hang out here for awhile in case anybody comes up with another question.

54:08 - 54:11

[speaker unknown]

And if not, by the way, I appreciate everyone, your time here.

54:12 - 54:19

[speaker unknown]

I will just say a quick thank you from the entire organization, but I really appreciate and hope this was beneficial.

54:42 - 54:45

Mark Conrad

I'm not seeing any more questions.

54:45 - 54:50

Mark Conrad

Thank you very much, Brian, for joining us today and allowing us to record this.

54:50 - 54:56

Mark Conrad

And we'll get all that information put together and send some links out next week when I have a chance to everything processed properly.

54:57 - 55:01

Mark Conrad

Um, Janice, if you want to unmute.

55:03 - 55:05

Mark Conrad

You can close our meeting out.

55:05 - 55:06

Mark Conrad

It's about 5 til 2.

55:09 - 55:10

Mark Conrad

You're still muted.

55:14 - 55:17

Redman, Janice J (janice.redman)

Actually, I'm new to see you hear me now.

55:18 - 55:19

Mark Conrad

Now, you're yeah.

55:19 - 55:20

Mark Conrad

Now it says it's unmuted.

55:20 - 55:20

Mark Conrad

Go ahead.

55:21 - 55:42

Redman, Janice J (janice.redman)

Ok, it was unmuted all along this, where, anyway, I thought, I would say thank you for taking the time, to present to the ARMA part organization, this day, in January, and digital transfer Transformation model.

55:42 - 55:49

Redman, Janice J (janice.redman)

Very informative, very detail, and just wanted to skip to take a lot of notes.

55:49 - 55:54

Redman, Janice J (janice.redman)

But you said one thing at the end, that's very, very vital to the industry.

55:54 - 56:06

Redman, Janice J (janice.redman)

Not just the ARMA industry, but all industries are cross government, private industry, and education.

56:08 - 56:24

Redman, Janice J (janice.redman)

The next generation has already started working, and they will continue to come there already used to, they're already savvy with doing everything electronically, and as you know, car insurance home insurance, whatever is out there actually.

56:25 - 56:39

Redman, Janice J (janice.redman)

Was the Internet of Things, they are already accessing, uh, information that they need, things that they need in their life, but I lifestyle, they're already doing all of this electronically.

56:39 - 56:43

Redman, Janice J (janice.redman)

So we are, for the most part, the company's industry.

56:43 - 56:46

Redman, Janice J (janice.redman)

What kind of Vietnam, for some of us would be the ball?

56:46 - 56:59

Redman, Janice J (janice.redman)

And we do need to step it up because the next generation, they're, you know, they don't want to go back to, do, I did work in a way they've never worked before.

57:00 - 57:09

Redman, Janice J (janice.redman)

So, I thought that was very, By the way, by the way, information, we don't think about the next generation coming on working.

57:10 - 57:10

Redman, Janice J (janice.redman)

No word.

57:11 - 57:14

Redman, Janice J (janice.redman)

Embedded, then, you know, that's working and how long.

57:14 - 57:23

Redman, Janice J (janice.redman)

We have to work in temporary retire, and all that, but there's always that next wave of employees coming in and they are the digital savvy.

57:24 - 57:25

Redman, Janice J (janice.redman)

Oh, it's so on.

57:26 - 57:29

Redman, Janice J (janice.redman)

Very, very timely information.

57:30 - 57:31

Redman, Janice J (janice.redman)

That's all I have.

57:31 - 57:36

Redman, Janice J (janice.redman)

And, I don't know, the tickets the marquesas looks like there's more questions in the chat box.

57:38 - 57:39

Redman, Janice J (janice.redman)

Maybe that comments?

57:42 - 57:44

Mark Conrad

Yeah, most of those are comments.

57:44 - 57:45

Redman, Janice J (janice.redman)

Ok, I think we covered.

57:45 - 57:47

Mark Conrad

All the questions so far.

57:48 - 57:54

Redman, Janice J (janice.redman)

Ok, so, that's, again, thank you for presenting to us, Brian.

57:54 - 57:56

Redman, Janice J (janice.redman)

And that's all I have to say.

57:56 - 57:56

[speaker unknown]

Mark?

58:00 - 58:01

Mark Conrad

All right.

58:01 - 58:01

[speaker unknown]

Thank you.

58:02 - 58:09

Redman, Janice J (janice.redman)

It says up to the hour or two minutes before two o'clock, so at the time, it was good for the presentation and answer some questions.

58:09 - 58:13

Redman, Janice J (janice.redman)

So, I, our board meeting starts at two o'clock.

58:15 - 58:26

Redman, Janice J (janice.redman)

For me, the trauma's Chapter Board meetings, so, Alice, there's more we'll just keep the lines up and up until two o'clock, there's still a lot of people that's on the line.

58:27 - 58:29

Redman, Janice J (janice.redman)

The mother left.

58:29 - 58:29

Redman, Janice J (janice.redman)

Yeah.

58:30 - 58:35

Redman, Janice J (janice.redman)

So, good afternoon, everyone, and look forward to seeing you next month.