
 **ARMA Greater Columbus Presents:**
Building a Digital Roadmap for a Paperless Office
Presented by Bryan Fatka
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Today's Presenter:



Bryan Fatka is a Laserfiche certified professional focused on helping move clients towards digitization and automation one step at a time. He's currently employed as a Solutions Account Executive with General Code and focuses primarily on the government sector helping achieve document security with an emphasis on automating business processes. Bryan is focused on making information accessible and usable – anywhere, anytime, from any device. Bryan, his wife and son live in Wixom, Michigan since 2013.

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Each time a consumer is exposed to an improved (*digital*) experience, their expectations for all experiences are reset to a new higher level.

Forrester Q4 2017

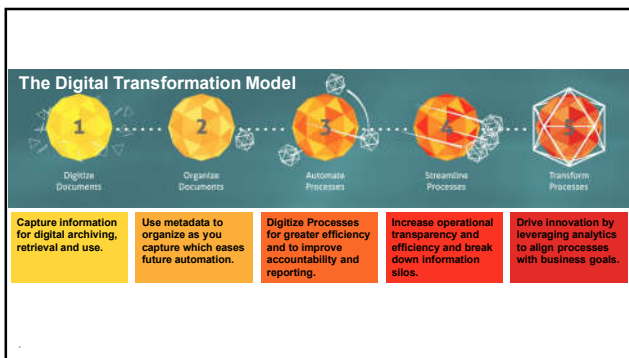
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Market Challenges – Digital Transformation

Explosive growth in mobile devices	Gartner predicts the number of "Internet of Things" devices will grow to 25 billion globally by 2021.
Changing Demographics	Millennials are expected to account for 75% of the workforce in 2025. Today, three generations in the workforce consume information and work in different ways.
Incorporation of ECM into desktop apps	Office 365, Amazon, Google, IBM, Box and DropBox are already changing the way users work.
Increasing regulatory demands	GDPR, California Consumer Privacy Act, and Canada's Personal Information & Protection of Electronic Documents Act are some of the recent shifts towards more PII protection. IRS1075, HIPAA.
Increasingly cloud first application development	Through 2022, Gartner projects the market size and growth of cloud services at nearly three times the growth of IT services.

Adapted from Meeting the Challenge of Big Content, © IBM 2018

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Digital Mailroom Service


Streamline high volume physical and digital mail

How It Works	Benefits
<p>Digital Mailroom automates the capture of all incoming mail, whether delivered on paper, in an email, via fax, or at the point of origination. It then delivers structured electronic information to business processes and systems.</p> <p>Integrates with enterprise content management technologies to provide end-to-end business process offerings that begin in the mailroom.</p>	<ul style="list-style-type: none"> Automates and accelerates traditionally manual business processes with intelligent capture and data processing. Digitizes and extracts meaningful information from a client's incoming mail. Communications such as physical mail, fax, email, and mobile data. Supports full business process automation. Reduces the cost and time to access and share information. Supports compliance with corporate policies and government regulations for document capture and retention.

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Workflow Automation Services

Simplify and automate manual workflows and processes




How It Works	Benefits
<p>Workflow Automation Services streamline processes and improve cycle times by digitizing and automating complex business workflows.</p> <p>Standard features include:</p> <ul style="list-style-type: none">• Cross-industry and vertical industry targeted process capabilities• Workflow analytics and professional consulting services supporting continuous business process improvement• A choice of deployment options: Fully cloud-enabled, on premise, or hybrid• Extended capabilities for Accounts Payable, Contracts Management, Policy Management and HR Onboarding	<ul style="list-style-type: none">• Addresses the information explosion in today's workplace. Brings its management back under control.• A complete 'package' with analytics, consulting, implementation and management.<ul style="list-style-type: none">- Flexible and customizable environment.- Ready to use- Tools to monitor state of workflows• A choice of deployment options to ensure alignment with your information governance strategy.

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Artificial Intelligence and Robotic Process Automation

Harness new levels of productivity



How It Works	Benefits
<p>Robotic Process Automation gives your organization the ability to automate repetitive process activities. When coupled with Artificial Intelligence, organizations can reach new levels of productivity and efficiency.</p> <p>These technologies provide the skills required to extract meaning and understanding from content, turning unstructured content into structured, actionable information.</p>	<ul style="list-style-type: none">• Accelerate processing of all forms of business documentation• Eliminate costly and time-consuming manual operations• Achieve greater value leveraging content-centric processes across the entire organization• Stay compliant by transforming critical documents into structured information• Gain productivity by creating a digital worker to automate processing (for example, of applications)


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Practical Steps Forward . . .




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Image and Content Processing



Enable customized content capture capabilities



How it Works

The process captures content using multichannel intake capabilities. Sources include paper, PDF, fax, email, video, audio, etc.

Physical documents are scanned; processed using OCR/data extraction; indexed, and then delivered with varying degrees of automation.


There is the ability to manage, track, store and destroy both documents and the data embedded within.

Benefits


- Digitized content, properly backed up, is more secure and safe from physical damage.
- Enablement of digital content management and automation capabilities.
- Speed up document processing time.
- Reduction of costs – in terms of human labor, floor space, paper-handling, management and non-conformance.
- Improved customer service due to the immediate accessibility of data.

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Image and Content Processing



Enable customized content capture capabilities




How do I get started?


- What am I scanning/capturing?
- Where am I scanning to?
- Is there a specific department I want to start with?
- How do I want it organized, or searchable?
- How will this data be used after being digitized?
- Do I use a 3rd Party Scanning company or purchase the tools to do the scanning myself?
- Can I use existing technology like copiers/scanners?
- How will I convey the coming change and prepare the culture to be accepting/excited?

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Electronic Content Management



How do I choose the right content management system?



Features to Look For

- Cloud or On Premise
- User, File and Task Management
- Granular Auditing Capabilities
- Capture with database look up and scan services
- Document Annotation and Redaction
- Document Lifecycle Management
- Business Process Automation
- Analytics
- Online Forms
- Mobile Access
- Easy to learn and use

Benefits

- Quick access to and better security of business content.
- Improved productivity:
 - Easy to use automation
 - Real time execution – even on a golf green!
 - Reduce human error with automated naming conventions and routing
- Simpler/Faster Records Retention Compliance.
- Reduce Hidden Costs – use of paper, energy and shipping minimized.
- Use analytics to find weak points and improve future processes.

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Electronic Content Management

How do I choose the right content management system?

Questions to Consider?

- Do I want a cloud based system or on premise?
 - Server capacity, IT involvement, backups, etc.
- What level of security does my organization require?
- What existing software/systems will we need to integrate with?
- What existing manual processes could each department automate?
- Does the software have pre-built modules to get a project going quickly?
- How customizable is the software to my specific work procedures?
- Will mobile access benefit our work without compromising security?
- How easy is this to learn/train on for employees?
- How can I prepare our internal team for a major change?

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Addressing The Market Challenges

Explosive growth in mobile devices	Leverage software and technology that enables anytime, anywhere interaction with data via any web-enabled device.
Changing demographics	Create a flexible environment where hard copy media and electronic media can be managed effectively together.
Incorporation of ECM into desktop apps	Deliver rapid information discovery and sharing, supporting LOB system and desktop application integration.
Increasing regulatory demands	Convert paper processes to digital, supporting increased control and auditability for improved governance.
Increasingly cloud first application development	The deployment of your choice. From on premise, to private cloud, to a hybrid - whichever suits your requirements.

Adapted from *Meeting the Challenge of Big Content*, © AISM 2018

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What it all means for you

Improved Employee Productivity + Streamlined Business Processes + Enhanced Regulatory Compliance = Improved Customer Experience and Revenue Growth

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