



## *Digitech Systems Whitepaper*

### **Enterprise Content Management (ECM) Basics: How Much Do You Know?**

Feeling overwhelmed by your current filing system? Want to get rid of the burden and complexity caused by paper records and out-of-control electronic files? Enterprise Content Management (ECM) is designed to simplify information management across your business, but the messages and jargon of the industry can be confusing. Read on to get a basic understanding of ECM and what it can do for your day-to-day business processes. You'll learn essential ECM capabilities, find out about the document lifecycle, and hear real ECM customer testimonials from several industries using the technology to improve their information management efforts. It doesn't have to be so hard!



Driven by the rapid rate of information growth, businesses are always seeking better ways to manage paper-based information and electronic files. The availability of lower cost, less complicated ECM options is turning ECM from a luxury convenience only available to the Fortune 500 into an essential element of any well-managed business. ECM doesn't have to be hard or expensive, but you may not be sure how to get started or know what questions to ask.

This whitepaper offers a simple, straightforward explanation of ECM. We'll discuss why this information management solution has become a necessity and simplify the jargon surrounding ECM, and you'll learn the biggest benefits ECM can offer your specific industry. Best of all, you'll get ECM buyers tips and implementation examples from real customer stories in healthcare, education, financial services, accounts payable, human resources, manufacturing, insurance, and public relations. A recent study from Nucleus Research, an independent analyst firm specializing in the return on investment (ROI) for technology implementations, found that every \$1 spent on ECM returns \$8.55 to your business.<sup>1</sup> Rather than throwing money away on your existing filing system, you can make money by investing in ECM.

## What's Holding Back Your Business Success?

Back in 2013, an AIIM report discovered that organizations of all sizes say, "Our processes are broken, we are buried in information, and it is killing our ability to satisfy our customers." Although businesses have tried to adapt their systems since 2013, most are unable to successfully do so because their efforts are outrun by the expanding amount of information to manage.

Too much paper leads to unnecessary costs in terms of storage and management for organizations. Electronic files are a step in the right direction, but only if they are stored, routed, and retained in an efficient manner. The time it takes to search through paper or electronic files on a disorganized network is time-consuming and loses productive hours for employees who could be doing more meaningful tasks.

## The Struggle Between Businesses and Big Data

Major business analyst firms including IDC, AIIM, and other independent organizations consistently report on one main cause for struggling business processes: the ongoing rise of data. As data continues to grow, the amount of information companies must manage becomes overwhelming. "The volume, velocity, and variety of information that most organizations need to manage, store, and protect now exceeds their ability to even marginally keep pace with big content challenges."<sup>2</sup>

Analysts from IDC predict that the Global Datashpere will grow from 33 Zettabytes (ZB) in 2018 to 175 ZB by 2025, 5.3X growth.<sup>3</sup> Analysts from AIIM predict that. "On average, organizations expect the volume of information coming into their organization to grow from X to 4.2X over the next two years."<sup>4</sup> In addition, organizations themselves believe that the volume of information will grow by 317% on average.

**This explosive growth predicted by all parties translates into a rising tide of chaos, and 75% of organizations see information chaos as a major problem for their organization.<sup>5</sup> How has big data effected your business processes? How much time and money does this exploding amount of information cost your company?**



## The Cost of Information

Since big data overwhelms every industry, the cost of information management can be excessive if a company depends on manual processes to manage either paper or electronic documents. “Over 60% of organizations are still stuck with mostly manual approaches to retention and disposition, and two out of three organizations cannot even easily identify basic metadata like the owner and version for over 50% of their documents.”<sup>6</sup>

Whether you are storing your information in a filing cabinet, or in a large shared drive on the company’s network, managing your information can be expensive. Information costs can be associated with physical items such as paper, but time is also a significant and expensive factor. Searching for unorganized or unmanaged information costs organizations money by the hour. “From 300 business surveyed, 80% can’t find a document or file on a regular basis, and 66% of business users admit to finding different versions of documents or files in different systems or locations.”<sup>7</sup>

Here is a list of typical costs to effectively manage your business information. Calculate your average monthly spending for each to determine how much your information management is costing your company:

- Paper \$\_\_\_\_\_
- Printers/printing \$\_\_\_\_\_
- Ink \$\_\_\_\_\_
- Storage fees (Consider both hardware and offsite storage costs) \$\_\_\_\_\_
- Filing cabinets \$\_\_\_\_\_
- Filing cabinet space \$\_\_\_\_\_
- Full-time equivalent (FTE) who help with boxed paper storage \$\_\_\_\_\_
- FTE hired for scanning and hand-keying data (indexing) \$\_\_\_\_\_
- Full time employee hours spent searching for files \$\_\_\_\_\_
- Full time employee hours spent scanning and hand-keying data indexing \$\_\_\_\_\_
- IT-related fees \$\_\_\_\_\_
- Compliance fees \$\_\_\_\_\_

TOTAL: \_\_\_\_\_

In addition to these associated costs, companies usually face two to three types of information, including structured information, semi-structured information, and unstructured information, which are usually managed in their own time-consuming ways. Most basic information management problems are still unsolved by companies. Specifically, an AIIM report found that companies have a hard time converting unstructured information into data that can be understood by machines.<sup>8</sup>

“Sixty percent of both the information already within an organization and the new information flooding in is unstructured...[and] 35% see over 40% of their information as ROT – redundant, obsolete, trivial. Yet, most organizations have failed to adopt modern and automated capabilities to address ROT questions.”<sup>9</sup>  
—AIIM, 2018

## Cyber Security and Compliance with Regulations

If most companies struggle with big data and spend unnecessary money on information management, it’s likely that they also have issues with security and complying with regulations. IDC reports that by 2025, almost 90% of all data created will require some level of security, but less than half will be secured.<sup>10</sup>



Whether your information is managed in filing cabinets or on a shared network, you're more susceptible to data breaches, loss of vital information, theft, and destructive results from natural disasters.

### Manual Routing and Hand-Keyed Data

Paper-based business processes, such as routing documents desk to desk by hand, also lead to security breaches, since unauthorized eyes have more leeway to scan critical, private business information. Files are harder to locate when they've been physically passed around an office, so finding information and retaining records to comply with regulations can be stressful. "Traditional approaches to managing governance and compliance are failing to address the rising tide of information,"<sup>11</sup> so more companies are vulnerable to compliance fees, and unprotected vital records, which are harmful to the growth and credibility of a business.

### Falling Behind Competitors

Most companies still depend on entrenched, paper-based business processes even though they might have started converting their paper to electronic files, but this market reflects a simple fact. If a company is using paper-based processes and filing cabinets for storage, saving all information as electronic files on a large shared network, or a combination of these, then that company will soon fall behind. Organizing critical business information in a way that allows for efficient, secure, and budget-friendly processes throughout an office is not applicable with traditional information management systems and practices.

"There is simply **too much at stake to rely on paper**. Because of their inherent nature, paper-based quality management systems are disconnected, not transparent, not traceable, siloed, manual and reactive."<sup>12</sup>  
—MedTechIntelligence, 2018

### File Share and Store (FSS) Applications Are Insufficient

Although FSS applications were a step in the digital direction away from paper-based processes, their technology will not sufficiently adapt to growing business data, or ensure security at low costs. The only key thing an FSS application ensures is more storage, which leads to harmful data hoarding. You can't beat data growth with more storage capacity, and more storage simply enables data hoarding, because not every piece of business information requires sharing and storage.

FSS systems are insufficient for today's business buyers, because a company's primary concern is content in context though process automation. FSS users may also be lacking sophisticated cyber security settings and record retention capabilities. Overall, "The requirement for organizations to manage [business information] is as compelling as ever, but the metamorphosis of the technologies to support that effort continues,"<sup>13</sup> so it's important to keep up with these technologies to manage a growing business.

### ECM to the Rescue

As a customizable solution to big data, ECM is adaptable enough to manage virtually any business document and create unique workflows to eliminate any need for paper-based processes, filing cabinet storage, and inefficient networks or FSS applications for digital files. ECM provides businesses with the ability to capture, manage, store and securely access information, including electronic files, paper documents, images, and email that delivers any document, anywhere, anytime on virtually any device. This solution also enables effective records management and, depending on business need and size, can either be on-premise, or hosted in the cloud.

## A Good Investment

The biggest benefits of ECM include organization of information, reduced costs, better productivity, tighter security, and simpler compliance with regulations. In addition, the ECM market will be worth \$93.8 billion by 2025, with a CAGR of 15.6%.<sup>14</sup> This incredible value provides a healthy return on investment (ROI), specifically, a company receives \$8.55 for every dollar invested in ECM.<sup>15</sup>

## The Foundation of Your Document Lifecycle

The purpose of an ECM system is to manage every type of business information in a consistent, secure way that enables simple workflows and timely approval processes. Before you can manage a piece of information, paper or digital, you need to understand how that piece is collected, stored, accessed, and archived.

### Information Lifecycle Management (ILM) is the foundation of ECM

A general understanding of the information lifecycle can assist the creation and maintenance of an ECM system. At a basic understanding, managing your business with ECM means to digitize, secure, and retain your information. These steps underscore basic ECM capabilities, and are the major goals of the information lifecycle (as pictured in Figure 1).

#### Collect and Capture

Capturing your information is the first step to an efficient ECM system, and is the process of physically scanning hard copies of paper records into electronic files and collecting existing electronic files. At this stage, files are automatically sorted by type while being scanned, rather than hand sorting paper documents into stacks. Some ECM capture software will even provide auto page breaks that allow you to place a stack of unrelated packets on a scanner and walk away, because it will automatically recognize where related files start and end for accurate sorting. You have now digitized your information and are free from paper!

**Time Saved:** physically sorting and maintaining documents in paper or electronic folders

**Money Saved:** any paper-related costs, offsite storage fees (and/or filing cabinets/boxes and space they fill), hardware costs, and employee time lost to hand sorting

**Key Benefit:** Eliminating hardcopies, improving security and efficiency of collecting business information

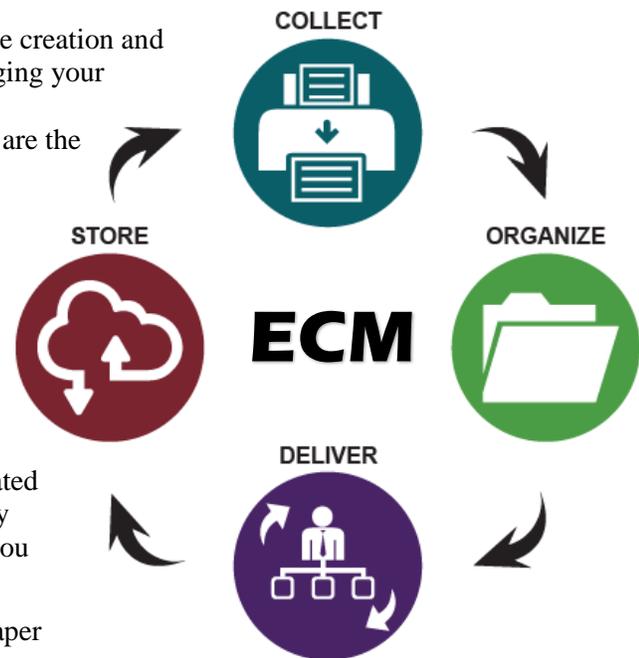


Figure 1- Enterprise Content Management Lifecycle

“Multi-channel capture is poised to assume an increasingly important role as the tide of incoming information rises and accelerates. ...Next generation capture is focused on the capture of information from all forms, translating that information into a machine comprehensible form and using it to directly engage business processes.”<sup>16</sup>  
—AIIM, 2018

“Over 90% of hardcopy forms and printed documents have been eliminated, and employee collaboration and efficiency have greatly increased with ECM implementation.”<sup>17</sup>

—Gordan Flesch Company Inc., 2019



### Organize and Access

After your files are scanned and sorted, they'll need to be well-organized in order to locate and manage them in the future. At almost the same time the capture software scans and sorts documents by type, it automatically extracts data from each file to create accurate indexes that are custom to your business processes. This includes naming and customizing fields, which makes files easier to find later, and creates a clear and consistent path to your information. Extensive security settings can also lock down access to information via project, document, and index value and can control what actions a user can perform. You have now organized your files in a way that helps with data breaches and regulatory compliance!

**Time Saved:** hand-keying indexes

**Money Saved:** any paper-related cost and employee time lost to data entry

**Key Benefit:** Critical business information is intelligently organized, secured, never lost, and protected from loss, theft and natural disaster.

“With ECM in place, **nearly 3,000 hours spent on data entry** per year has been eliminated.”<sup>18</sup>  
—Gordan Flesch Company Inc., 2019

“**Over 90% of hardcopy forms and printed documents have been eliminated**, and employee collaboration and efficiency have greatly increased with ECM implementation.”<sup>19</sup>  
—Gordan Flesch Company Inc., 2019

### Deliver, Trace, and Enable Workflow with Automation

Data integrity and value depend on a company's ability to trace and appropriately deliver information in a timely manner. Once your information is organized with ECM, you can retrieve and trace your files with powerful search capabilities at the click of a mouse. Authorized users can securely retrieve information in seconds, which streamlines information delivery. To improve productivity, you can also implement an automated workflow to help push documents through virtually any business process. For example, required records can be traced, packaged, and automatically delivered through workflow to appropriate departments for approval, and then to a bank or auditor to meet regulatory compliance. At this stage in the ILM, audit trails allow you to see who accessed what information, how often, any updates made, and why. You have now utilized intelligent search capabilities and audit trails to simplify document retrieval and traceability, alert users of pending work assignments, and deliver your information with ease!

**Time Saved:** hours to days searching for information throughout a large electronic filing system with poor search capabilities, and/or untraceable paper-based information, as well as time routing documents from desk to desk by hand, and waiting for employees to approve or review information at their desk

**Money Saved:** printing, faxing, mailing, and labor per hour costs associated with manual document routing, and the costs of poor data usability

**Key Benefit:** a balance between simple, fast access to information and advanced data security that reduces processing times, enables compliance with regulations, and adds more time spent helping customers instead of locating their information

“If the median Fortune 1000 business in our sample (36,000 employees and \$388,000 in sales per employee) **increased the usability of its data by just 10%**, it would translate to an increase in **\$2.01 billion in total revenue** every year, or \$55,900 in additional sales per employee annually.”<sup>20</sup>  
—UT Austin

“Workflow automation has helped companies of all sizes be more productive. [For example,] automation supports sales processes—Fact: **Lost productivity and poorly managed leads cost companies at least \$1 trillion every year.**”<sup>21</sup>  
—Workato, 2017

## Store

During this step you want to ensure you store your business information in on-premise software, or hosted in the cloud. Most companies stop here in the ECM process, thinking they are now paperless and their information is securely stored, but why stop at being a paperless organization when you can leverage paperless ECM storage features to maintain and manage information? There is a reason the “M” in ECM stands for “Management,” because an efficient ECM system enables organizational efficiency by going beyond simple save and store purposes. For example, when your information is stored in an ECM system, you can set up retention policies to manage regulatory compliance for critical records, or add integrations with other line of business applications so your systems can easily share information depending on the business processes. Once you’ve implemented an ECM storage solution that offers ease-of-use, feature functionality, and architectural flexibility, you will complete the ECM lifecycle and improve the overall efficiency of your business information management!

**Saving Time:** time spent determining the proper retention policies associated with various information while on a deadline to meet compliance

**Saving Money:** compliance fees associated with poor information storage and unsecure records retention

**Key Benefit:** cloud and on-premise storage software that provide a range of retention policies set up in an ECM system and automated so you don’t need to worry about a document once it’s inactive

“For 70% of organizations, key governance processes are less than 50% automated. Over 50% of organizations now see **automation of compliance and governance as ‘highly important’ or a ‘deal changer’.**”<sup>22</sup>

—AIIM, 2018

“In 2018, companies spent a total of **\$21.4 billion on litigation in the US, and are predicted to spend \$22.5 billion in 2019**”<sup>23</sup>

—Statista, 2019



## Here's What to Look for When You Buy ECM

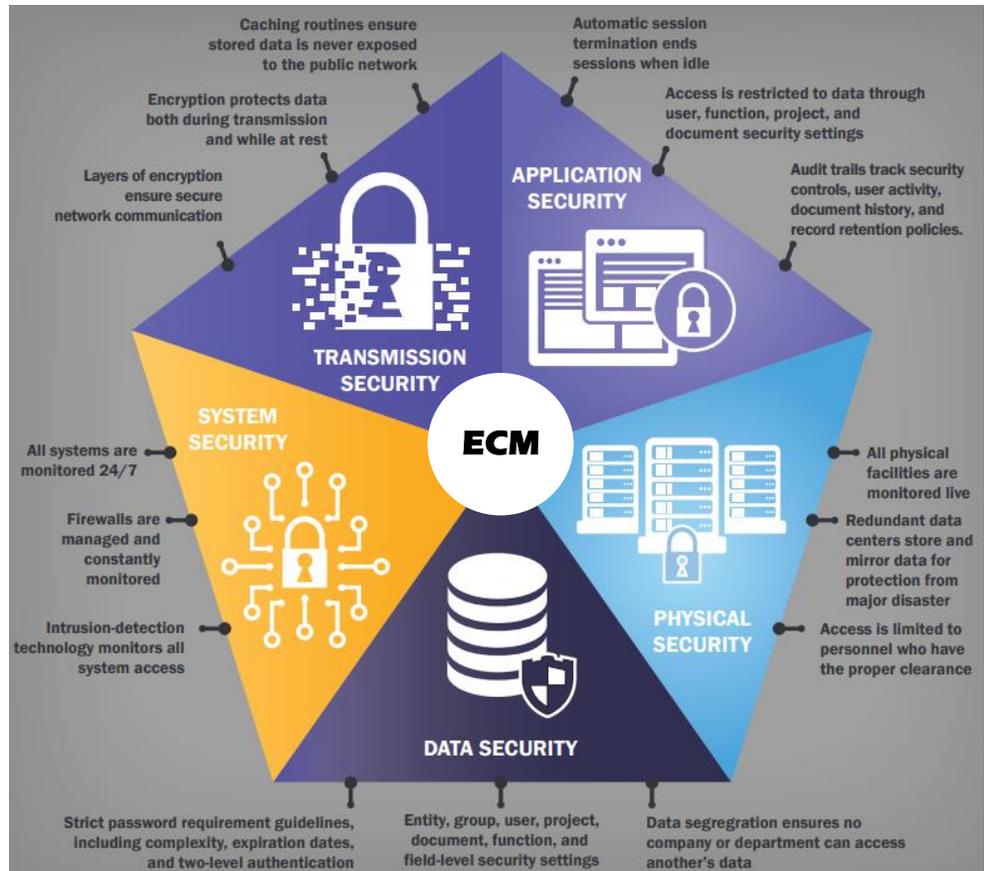
### Core Capabilities of ECM Products

In order to establish efficient ILM with an ECM system, there are three capabilities that you should consider once you start looking to buy the right ECM products to meet your business needs and goals. For ECM basics, understanding security, digitization, and retention is essential.

#### Security

Young ECM products usually focus on marketing how digital documents and cloud storage solutions provide paperless benefits that keep your information more secure than paper. You want to find an ECM system that provides security beyond the benefits of paperless vs. paper. Security is the first priority when it comes to storing and managing your critical business information. Your ideal ECM software and/or services should provide layers of cyber security and data encryption that ensure your paperless solution is safe and your vital business information is secure and backed up appropriately. To keep your files safe in this digital age, your ideal ECM system should provide levels of security including:

- Application security
- Physical security
- Data security
- System Security
- Transmission Security



#### Digitization

As businesses strive to grow in a market driven by big data, they acquire more and more information—sometimes an unmanageable amount. These files, either paper or electronic, need structure. Digitization provides that structure, and a proper ECM product suite should provide capture software with accurate indexing technology, such as Optical Character Recognition (OCR), that will enhance digitization beyond simply scanning and saving a document. With intelligent capture technology that provides accurate and customizable indexing, your electronic and paper documents will sustain more data integrity, which improves information accuracy and business decisions.



### Retention to comply with regulations

Companies are required by various governments and industry regulations to retain records for set periods and then destroy them. Efficient ECM products should help you simplify retention processes by setting up automatic records retention policies to retain and destroy information according to compliance with regulations. Setting up data backups with an ECM system allows you to never worry about losing documents while they're being retained (compared to unsecure network files, FSS, or physical filing cabinets and boxes that are susceptible to loss, theft, and damage). Make sure you look for an ECM system that provides customizable retention policies so you can tailor your information management to the regulations that are specific to your industry and organization.

### Choosing the Right ECM Vendor

In order to find the right ECM solution for your business, choosing the right vendor is just as important as searching for products with key capabilities. The following criteria will help you distinguish superior ECM vendors who will have the ability to help you succeed.

#### A Technical Support Partnership

Nothing makes resellers and customers more irritated than waiting on hold. Your ECM partner should offer timely live phone support from product experts that are both located in the US and are easy to understand. Don't rely solely on an email address to answer technical questions. Ideally, the vendor should track and share their customer satisfaction ratings. The best vendors will answer phones within seconds (not minutes) and close at least 85% of customer cases on the same day. Don't be afraid to put them to the test—ask about their customer service statistics and try calling technical support before you sign a contract.

#### At Least 10+ Years of ECM Experience

Look for a vendor that has at least ten or more years of experience offering ECM solutions. More experienced vendors better understand the technology, offer superior product functionality, and adhere to higher standards of excellence, rather than trendy solutions. For example, while the popularity of cloud ECM is exploding, the technology is well established. Make sure your vendor is a seasoned leader in cloud technology and not a follower just now trying to make their mark. The best vendors will have at least ten years of cloud ECM experience.

#### Comprehensive and Flexible Product Suite: Cloud and Software

Most people who are interested in ECM think vendors with cloud models are their best option. Although cloud services are important, you should look for a vendor that offers both traditional ECM software and a cloud ECM model. Cloud ECM is common in the market now, but if your needs change (which is inevitable), you'll want a vendor who can just as easily provide ECM software instead of cloud. The solution should also easily scale up for more users and scale out to expand the system across multiple locations and distributed environments. To achieve this ECM flexibility, look for a vendor who offers features like unlimited index values and the ability to handle hundreds of file types.

## Matching ECM Features to Your Business Goals

The table below matches common business goals with key ECM features and benefits. It will help you understand how to achieve your information management goals and provide an example of ECM software or services that would help meet each goal.

**A note about the ECM software and services provided as a guide in this table:**

Over the last twenty years, Digitech Systems has become well-known for securely managing sensitive information for thousands of companies, including the Fortune 500, in their existing cloud Enterprise Content Management (ECM) service, ImageSilo® and on-premise with PaperVision® Enterprise. In addition, Digitech Systems’ PaperVision.com leverages that experience, maintaining information security and system reliability to offer the same cloud and cyber security expertise at a per-user, feature-based price for the first time.

Business Goal	Digitech Systems Feature	Advantage/Benefit
Move toward digital content	Convert paper records to digital documents	Manage documents digitally to enhance productivity and cut costs on paper, postage, storage, and distribution
	PaperVision® Capture	Scan and index documents no matter the format they arrive in
	PaperFlow™	Automate document capture, uploading, and indexing
Streamline document management	PaperVision® Enterprise WorkFlow	Automate document-driven processes and enforce procedural steps to enhance efficiency and easily collaborate with multiple departments
	ImageSilo and PaperVision.com	Make information accessible from anywhere, anytime to increase productivity
	Search functions	Locate files in seconds with keyword and full-text searches to reduce turnaround time and accelerate customer service
	PaperVision® Enterprise Report Management	Automatically index and store computer-generated reports, reducing distribution costs and eliminating the need for paper storage
	Integration capabilities and PaperVision® Enterprise Tools	Allow users to access any stored document without leaving Microsoft Office or their primary application



Business Goal	Digitech Systems Feature	Advantage/Benefit
Comply with federal regulations	ImageSilo, PaperVision Enterprise, and PaperVision.com	<p>Know who accessed what information and for what reason with audit tracking</p> <p>Keep sensitive information from being released to non-qualified individuals with enhanced auditing</p> <p>Hide sensitive information prior to distribution with redaction</p> <p>Securely protect data during transmission and at rest</p> <p>Securely store data in the cloud, making disaster recovery easier</p>
Control costs	<p>ImageSilo, PaperVision Enterprise, and PaperVision.com</p> <p>PaperVision Forms Magic</p>	<p>Manage documents electronically to enhance productivity and cut costs on paper, postage, storage, and distribution</p> <p>Eliminate manual data entry by extracting important information (index values) from files as they are scanned</p>
Leverage existing infrastructure	ImageSilo and PaperVision.com	Avoid purchasing additional servers or hardware by moving storage to the cloud



## How ECM Can Benefit Your Business/Industry

Here are some testimonials of how ECM can produce the advantages and benefits in various industries. (Out of necessity we have included Digitech Systems' specific clients, but these summaries serve as real-life stories for you to compare to your own business processes.) To learn more about their stories, and their specific benefits, click on their quote and we'll direct you to their case study! Or, you can visit our [Case Studies](#) page where you can explore more than one hundred real-life ECM success stories.

### Healthcare

If you work in the healthcare industry, you are likely feeling the pressure that congressional acts have put on your Information Technology (IT) systems. Your Electronic Health Record (EHR) system might not be enough. ECM can help you transition from partial electronic information management to a fully efficient, digitally automated system. IDC reports that the volume of data healthcare providers are dealing with is expected to increase at a rate of 48% each year!<sup>24</sup> ECM also helps the healthcare industry maintain accounting, insurance, purchasing and any other document electronically. You'll find compliance with HIPAA, ARRA, HITECH, etc. to be a breeze!

"ImageSilo puts everything at my fingertips. Within minutes, I can get people the information they need, and I can securely access it from anywhere. The system gives me peace of mind knowing nothing sits on my desk."



—Susan Marseille, Benefits Specialist, Advocate Health Care

"With the help of PaperVision Enterprise, we're able to ensure protection of more than 10,000 records. Vulnerable information is no longer just sitting in drawers. And the cost savings are remarkable. Digitech Systems' products have helped us save more than \$250,000!"



—Mary Peelen, Director of Health Information Services, Mental Health Center Denver

### Education

In the US, schools and universities have a responsibility to protect massive amounts of information, which can be overwhelming and costly. To alleviate the burden of big data, ECM investment in the education industry is going to be worth \$13 billion in 2019.<sup>25</sup> With ECM, you can condense school records into a simple, searchable source. You'll also eliminate time spent managing and retrieving paper documents across many departments. ECM manages electronic files, centralizes records management systems and streamlines information to improve data accuracy. You'll also find it much easier to comply with FERPA, NCLB and other regulations.

"We are the summation of the lives we have changed, and our records are evidence of that. If we lost the Administration Building, it would be horrible, but if we lost it and the documents, that would be catastrophic. PaperVision Enterprise has allowed us to avoid a potential disaster. Now we don't have to lose a part of our history even if we lost a building."



Limestone College

—Adam Long, Associate VP for IT, Limestone College

"PaperVision Enterprise is fantastic! Now when a student shows up for enrollment, we don't have to delay their enrollment and tell them to come back in a week when we finally find their records. The system is saving us more than \$1 million dollars every year!"



—Fernando Marino, Director of Business Solutions, Texans Can Academies



“Any organization in the post-secondary private school sector, from us in cosmetology, to culinary, to trucking, etc. are all linked to the US Department of Education when it comes to funding and enrollment agreements, so we can all benefit from ImageSilo’s efficiency, accessibility, and profitability.”



—Tammy Marinis, Director of Compliance, Paul Mitchell School of Cosmetology Cleveland

## Financial Services

If your finances were only somewhat protected, would you feel secure? Probably not. In an ever-changing, and extremely important industry like finance, document protection is critical in storage and management processes. You need the best ECM system to efficiently and safely manage financial data. Since cyber security has become a forefront for change in the digital, big data market, financial services industries are embracing technology solutions in ECM to advance security and efficiency. Bank spending on new ECM technologies grew from \$17 billion in 2015 to \$19.9 billion in 2017.<sup>26</sup> With ECM, you’ll also find it easier to uphold regulations such as the Check Clearing for the 21<sup>st</sup> Century Act (Check 21), the Gramm-Leach-Bliley Act (GLBA), and the Home Mortgage Disclosure Act (HMDA).

“I don’t know if we could do the business we do without ImageSilo. The physical aspect of delivering what our partners need without the system would be impossible.”



—Ginger Heckman, Manager of Business Development, Community Business Lenders

“ImageSilo has made a phenomenal difference in our compliance. We decreased audit preparation time by 88%, which has made compliance a breeze. Preparing for audit checks takes a few hours instead of three days.”



—Fran Eppy, Director of Operations, Eppy Financial Group & Wealth Management Strategies

## Accounts Payable (AP)

Any company that processes invoices needs AP automation. Today, regardless of the size or function of your company, AP processes are inescapable. Trying to find a single invoice, or purchase order package in a massive physical or electronic file can take hours...even days. ECM can relieve AP headaches with efficient invoice processing and security control. AP spending on automated invoice processing solutions was estimated at \$65 billion at the end of 2014 and is expected to rise to \$110 billion by 2019.<sup>27</sup> Beyond these benefits and growth, automation enabled by ECM can deliver visibility of processes and traceability of records to improve workflow, cash flow, and spend analysis.

“Most customers these days are used to using computers all the time, so they’re fluent in technology. They request a lot of documents from us, and ImageSilo and PaperVision Forms Magic helps us speak their language. Now, I click a button and send documents directly to our customers.”



—Stefanie Evans, Staff Accountant, GPC Contracting

“PaperVision Forms Magic has revolutionized our AP processes! We’ve been able to cut our invoice processing time by over 75%. We’re saving the organization money and improving relationships with our business partners. We love Forms Magic!”



—Jason Sojka, Network and Computer Systems Manager, MSI Mold Builders



## Human Resources (HR)

It's no secret that HR maintains records for the most precious part of your company—people. As you know, this is a department that quickly becomes paper-heavy. With new hires, terminations and benefits, a lot of paperwork is involved. The amount of information flowing into HR continuously increases. From the moment a position is created or becomes available until well after an employee is no longer with your company, detailed information must be organized, archived, and accessible. An independent analyst from Forbes reported that people analytics has become a necessary source for HR as employee-related data is expanding to real-time data. “Most companies have lots of data about pay, performance, learning, job candidates, recruitment, talent mobility, and organizational compliance, [which] requires a company to implement a more consistent system.”<sup>28</sup> ECM enhances HR records management and retention to ensure that personnel files are protected and efficiently processed.

“After implementing ECM in our worker’s compensation and HR departments, ECM has enabled us to do more with our current staff. If we had to keep paying for paper and temporary employees, we would have had to make cuts to our full-time staff.”



—Sandra McClure, Director of Finance, Adams County School District

“Now that our student and staff records have been converted to electronic format, we can ensure we are 100% in compliance with federal regulations and all our records are safe from theft, loss, and natural disaster.”



—Fernando Marino, Director of Business Solutions, Texans Can Academies

## Manufacturing

Manufacturing companies consistently leverage technology to keep up with a changing industry. From receiving an order, to building products and projects, to invoicing and archiving project information for records retention, manufacturing companies from oil and gas to label-making survive by efficient information management. Managing the paperwork from projects and purchased products can become messy and disorganized on paper—especially when information must be found to help a customer need or to send to AP for invoice processing. ECM centralizes these processes and paperwork to digital information management, and simpler compliance with regulations.

“Digitech Systems offered the only comprehensive ECM solution that would allow us to go paperless at a fair price-point.”



—Stefanie Evans, Staff Accountant, GPC Contracting

“Our manufacturing company is now officially certified as an environmentally friendly manufacturing company thanks to ImageSilo.”



—Nye Hornor, VP Sales and Marketing, Amherst Label

## Don't Fall Behind: Leverage ECM in Your Business!

Many businesses have already invested in basic ECM capabilities focusing on digitization, security, and retention to comply with regulations. Start benefiting from these ECM opportunities today and watch how far your business will grow! You can find more ECM resources on [Digitech Systems website](#) so you can stay in touch with the latest ECM necessities and how to implement them to meet your business needs.

## Additional Tools

If you're still feeling a little intimidated by or unsure about ECM, Digitech Systems can help! Our Sales Engineers are available to show you demonstrations ECM technology and they can help you figure out how the technology's capabilities match up to your needs. There are additional materials, such as the ones listed below, on the website to help you become familiar with the industry and the technology.

- [Industry and Product Specific Infographics](#) – These are simple, visual explanation of common business concerns, by industry or product, showing how ECM helps solve common business problems.
- [Industry and Compliance Briefs](#) – Want to learn more about the regulations that affect you? Take some time to check out these valuable resources.
- [Industry and Product Specific Videos](#) – Would you rather watch a video? Check out our YouTube channel to watch videos about each product and industry.
- [Case Studies](#) – We are constantly publishing stories about how ECM is solving real customer problems.

Digitech Systems Professional Services can assist with the implementation of the entire PaperVision suite of content management products. They will provide a Statement of Work along with detailed analysis of the costs associated with your project. With their help, you're assured of a successful implementation that helps solve even the most complex data challenge. You'll look like a genius, and business will boom. Visit [www.digitechps.com](http://www.digitechps.com) to learn more.

## Additional Resources

There are a lot more opportunities to learn about the ECM industry! Take advantage of the resources below to answer your questions and provide additional guidance.

### Digitech Systems

At Digitech Systems, ECM is our bread and butter. We want to help you understand what ECM is and our website is one of the best places for you to learn more about the technology, accompanying products, education and expertise we offer.

[www.digitechsystems.com](http://www.digitechsystems.com)

### AIIM

Get more information on ECM news and industry research from the ECM industry perspective. This organization follows the industry closely, including the capture market, for news, updates, market watch and more.

[www.aiim.org](http://www.aiim.org)

### IDC

Read more IDC Digital Universe studies about related consumer technology market trends, advisory services, and insightful fact-based research. With more than 1,100 analysts worldwide, IDC offers global, regional, and local expertise on technology and industry opportunities and trends in over 110 countries.

## Vocabulary and Terminology

### Big Data

A term coined by IDC in 2009 to describe the rapid expansion in the amount of data and the rate at which it is being created. Often used to refer to the large amounts of data being collected and requiring management by companies.

### Cloud Services

Cloud services provide an alternative way for companies to run their business. Instead of implementing, maintaining and running content management applications themselves, business simply access everything they need through the internet. ImageSilo is a cloud ECM application.

### Compliance

The process of ensuring a company's records management activities follow legal guidelines. Compliance may be checked by the governing body of the regulation or a court may review records policies when the company is involved in a lawsuit. Typically, fines and occasionally jail time accompany a failure to comply with records policies.

### Document Capture

The process of physically scanning your paper documents into electronic files. Although scanning is the most common way documents are "captured" into an ECM, additional capabilities enable systems to automatically recognize and capture electronic files from network directories and email servers.

### Enterprise Content Management (ECM)

ECM provides businesses with the ability to capture, manage, store and securely access any information, including electronic files, paper documents, images, and email that delivers any document, anywhere, anytime on virtually any device. PaperVision Enterprise offers software for use on-premise, or you can access ECM through a cloud-based services like ImageSilo. This is also known as content services or document management. These technologies enable records management.

### File Share and Store (FSS)

A category of applications (primarily cloud-based) that allow individuals to exchange files and collaborate to make edits. Common examples include Box, Dropbox, and Google Drive.

### Indexes

Customizable fields that make files easier to find by creating a path to your information. Also called metadata.

### Information Governance (IG)

The company's policies and permissions that guide employee's actions to ensure a company's ability to comply with regulations and retain records appropriately. Also known as Data Governance.



## Information Lifecycle Management (ILM)

the consistent management of records/documents from creation to destruction. It is comprised of strategies, processes, and technologies to effectively manage information which when combined, drive improved control over information in the enterprise.

## Records Management (RM)

Companies are required by various government and industry regulations to retain records for set periods of time and then destroy them. Records management includes the policies and rules for securely managing this content in both physical (paper documents) and electronic forms.

## Vital Record

Any record that would be needed in order to start a business over from scratch (i.e. following a disaster).

## Workflow

Electronically routes your documents from step to step, alerts users of pending work assignments, and tracks and reports progress. By automating the flow of information, workflow software can dramatically improve business efficiency.

- <sup>1</sup> Nucleus Research (2019) <https://www.digitechsystems.com/nucleus-research-note-t19/>
- <sup>2</sup> Mancini, John. (2019). State of the industry—Content Services. *Aiim Industry Watch*. Retrieved by <https://cdn2.hubspot.net/hubfs/332414/Market-Intelligence/IW.Reports/State%20of%20the%20Industry%20-%20Content%20Services%20IW.pdf>
- <sup>3</sup> Reinsel, D., J. Gantz, and J. Rydning. (2018). Data age 2025: The digitization of the world from edge to core. *IDC*. Retrieved from <https://www.seagate.com/files/www-content/our-story/trends/files/idc-seagate-dataage-whitepaper.pdf>
- <sup>4</sup> AIIM (2018). Automating Governance and Compliance *AIIM Industry Watch*. Retrieved by [pdf download \(https://info.aiim.org/automating-governance-and-compliance\)](https://info.aiim.org/automating-governance-and-compliance)
- <sup>5</sup> Ibid, AIIM, 2018
- <sup>6</sup> Ibid, AIIM, 2018
- <sup>7</sup> Javanainen, Mika. (2018). ECM is Dead: Long live intelligent information management, *Database Trends and Applications*. Retrieved from <http://www.dbta.com/Editorial/Trends-and-Applications/ECM-Is-Dead-Long-Live-Intelligent-Information-Management-125508.aspx>
- <sup>8</sup> Ibid, AIIM, 2018
- <sup>9</sup> Ibid, AIIM, 2018
- <sup>10</sup> IDC (2017). “Data age 2025: The evolution of data to life-critical.” Retrieved from: <https://www.seagate.com/files/www-content/our-story/trends/files/idc-seagate-dataage-whitepaper.pdf>
- <sup>11</sup> Ibid, AIIM, 2018
- <sup>12</sup> Condon, A., C. Byers, and D. DeRam. (2018). Why paper-based systems no longer make the cut. *MedTechIntelligence*. Retrieved from: <https://www.medtechintelligence.com/column/why-paper-based-systems-no-longer-make-the-cut/>
- <sup>13</sup> Muscolino, H. (2017). Managing enterprise content: The state of ECM and FSS. *Document Strategy*. Retrieved from: <https://documentmedia.com/article-2725-Managing-Enterprise-Content-The-State-of-ECM-and-FSS.html>
- <sup>14</sup> Grand View Research (2018). Retrieved from <https://www.grandviewresearch.com/press-release/global-enterprise-content-management-ecm-market>
- <sup>15</sup> Nucleus Research (2019) <https://www.digitechsystems.com/nucleus-research-note-t19/>
- <sup>16</sup> Ibid, AIIM, 2018
- <sup>17</sup> Engelkens, Tiffany. (2019). Forget the Technology Buzzwords: 2019 is the Year of ECM, *Gordon Flesch Company Inc*. Retrieved from <https://www.gflesch.com/blog/forget-technology-buzzwords-year-of-ecm>
- <sup>18</sup> Engelkens, Tiffany. (2019). Forget the Technology Buzzwords: 2019 is the Year of ECM, *Gordon Flesch Company Inc*. Retrieved from <https://www.gflesch.com/blog/forget-technology-buzzwords-year-of-ecm>
- <sup>19</sup> Engelkens, Tiffany. (2019). Forget the Technology Buzzwords: 2019 is the Year of ECM, *Gordon Flesch Company Inc*. Retrieved from <https://www.gflesch.com/blog/forget-technology-buzzwords-year-of-ecm>
- <sup>20</sup> Barua, A., D. Mani, and R. Mukherjee. (n.d.). Measuring the business impacts of effective data: Chapter one of a three-part study. *University of Texas at Austin*. Retrieved from <http://middleman.heltenkelt.se/anvandbart.se/images/drupalbilder/blogsource/div/EffectiveDataStudyPt1-MeasuringtheBusinessImpactsofEffectiveData-WP.pdf>
- <sup>21</sup> Lee, N. (2017). 8 automation stats every CIO and operations employee should see. *Workato*. Retrieved from: <https://www.google.com/amp/s/blog.workato.com/2017/06/8-automation-stats-cio/amp/>
- <sup>22</sup> Ibid, AIIM, 2018
- <sup>23</sup> Statista. (2019). Litigation spending by large companies in US 2015-2019. Retrieved from: <https://www.statista.com/statistics/941275/litigation-spending-united-states/>

- <sup>24</sup> IDC. (2014). The digital universe is driving data growth in healthcare. Retrieved from: <https://www.emc.com/analyst-report/digital-universe-healthcare-vertical-report-ar.pdf>
- <sup>25</sup> Ingram Micro Advisor. (2017). Six Use Cases for Document Imaging Solutions in Education. *Markets and Markets*. Retrieved from: <http://www.ingrammicroadvisor.com/document-imaging/six-use-cases-for-document-imaging-solutions-in-education>
- <sup>26</sup> Statista. (2015). Fintech – Statistics and Facts. Retrieved from: <https://www.statista.com/topics/2404/fintech/>
- <sup>27</sup> RPMG Research Corporation. (2015). 2015 Electronic Accounts Payable Benchmark Survey Results. Retrieved from: [http://www.rpmgresearch.net/product-view.php?product\\_id=66](http://www.rpmgresearch.net/product-view.php?product_id=66)
- <sup>28</sup> Bersin, J. (2017). People Analytics: Here with a vengeance. *Forbes*. Retrieved from <https://www.forbes.com/sites/joshbersin/2017/12/16/people-analytics-here-with-a-vengeance/#567d280e32a1>



## Digitech Systems, LLC

Digitech Systems, LLC enables businesses of any size to more effectively and securely manage, retrieve and store corporate information of any kind using either PaperVision Enterprise content management (ECM) software or the world's most trusted cloud-based ECM service, [ImageSilo](#). By significantly reducing the cost, Digitech Systems has moved ECM from a luxury convenience to an essential element for every well-managed business.

Digitech Systems continues to raise the standard of excellence in the ECM sector, as evidenced by the numerous awards they have received including multiple Nucleus Research ROI Awards. In addition, Buyer's Lab has repeatedly chosen [PaperVision Capture](#) as the best data capture and workflow solution and [PaperVision® Enterprise](#) as the most outstanding ECM software in the marketplace, and the company's [Process Automation Tools](#) were recently named as a Top Ten solution. To learn more about the company's software and services that deliver any document, anywhere, anytime, visit [www.digitechsystems.com](http://www.digitechsystems.com). You can also connect with us on:

- LinkedIn (<https://www.linkedin.com/company/digitech-systems>)
- YouTube (<https://www.youtube.com/user/DigitechSystemsInc>) and
- Twitter (@ECMNow).

### Contact Information

Digitech Systems, LLC  
8400 East Crescent Parkway  
Suite 500  
Greenwood Village, CO 80111

Toll Free: 866.374.3569  
Email: [Sales@DigitechSystems.com](mailto:Sales@DigitechSystems.com)  
[www.DigitechSystems.com](http://www.DigitechSystems.com)



Copyright © 2019 Digitech Systems, LLC. All rights reserved.  
PaperVision and the PaperVision logo are registered trademarks of Digitech Systems, LLC.