

Laserfiche Trend Report

Leveraging ECM to Automate, Optimize and Transform Business Processes

How Innovative Organizations Use Enterprise Content Management to Improve Process Efficiency



Organizations typically implement document management software to improve disaster recovery capabilities and reduce paper-related costs by converting paper documents into digital files and storing them in an electronic repository.

But leading-edge organizations have moved beyond simple document management. They leverage enterprise content management (ECM) to get the right information into the right hands faster and more cost-effectively than ever before.

With capabilities ranging from records management to document routing, electronic forms and digital signatures, ECM provides many opportunities for automation, optimization and transformation. Much more than a simple tool for scanning and document storage, ECM is a powerful solution that enables the entire enterprise.

Enterprise Content Management in Action

A Fortune 500 managed care provider uses ECM to dramatically accelerate the provider credentialing process.

The credentialing process verifies that doctors, hospitals and other healthcare providers are able to safely treat members of the managed care network.

Within one year, this transformative effort had:

- Increased average quality scores by 9%
- Decreased processing costs by nearly a million dollars
- Reduced turnaround time for application processing by 44%
- Improved security of information that is subject to HIPAA requirements¹
- Allowed doctors to start treating patients 18 days sooner

¹One of the major goals of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) is to protect the confidentiality and security of healthcare information.

From Risk Reduction to Enterprise-Wide Records Management System

Threats to business continuity force organizations to rethink their records management policies. Tompkins County, NY, was no exception.

Nine thousand boxes of the county's records were stored in a former library. At best, records took hours to locate—at worst, they were destroyed by water damage or lost forever in storage boxes.

After brutal storms hit the eastern seaboard in 2011, Tompkins County was faced with a choice: build a new storage facility or find a digital solution for its records management issue.



Tompkins County tackled its records storage problem first.

“ We needed an enterprise system. Our CIO had seen a demo of Laserfiche and thought it would work well for our countywide records management needs. ”

Maureen Reynolds
County Clerk, Tompkins County, NY

Manage Records with Government-Certified ECM

To reduce the risks of non-compliance with recordkeeping requirements and interruptions to business continuity, organizations take advantage of Laserfiche's DoD 5015.2 and VERS certifications.

■ Department of Defense 5015.2 Certification

The DoD (Department of Defense) 5015.2 certification outlines the requirements for managing classified records and is widely considered to be the highest standard for records management and security.

These requirements² include the ability to:

- Assign metadata tags to electronic records
- Restrict the creation, revision and deletion of files, file paths and metadata to authorized users
- Calculate and assign retention and disposition schedules for individual records and folders of records

■ Victorian Electronic Records Strategy

Endorsed by the State Government of Victoria, Australia, VERS (Victorian Electronic Records Strategy) establishes a standard format for electronic records that focuses on data integrity.

Systems that are VERS-certified³ must be able to:

- Show who created a record
- Show when that record was created
- Prove that the record was not subsequently modified

By achieving full compliance with VERS and DoD 5015.2, Laserfiche helps organizations manage documents from initial capture to long-term archival. Along with business process optimization, Laserfiche breaks down information silos and improves staff productivity while ensuring that information is accessed in a prudent and compliant way.

² Source: <http://jtc.fhu.disa.mil/cgi/rma/downloads/p50152stdapr07.pdf>

³ Source: <http://prov.vic.gov.au/wp-content/uploads/2013/07/PROS-99-7-Spec3.pdf>

After exploring its options, the county selected Laserfiche and began scanning departmental records into its new electronic repository. The county's use of Laserfiche quickly expanded beyond records storage.

Today, 18 Tompkins County municipalities and 29 county departments use Laserfiche to manage records. This shared service initiative has:

- Increased information accessibility by allowing employees to view line-of-business documents on mobile devices
- Expedited public records requests in all Tompkins County towns, villages and cities
- Protected confidential medical information in accordance with the Health Insurance Portability and Accountability Act (HIPAA) through file-, folder- and user-based security
- Improved turnaround times for public information requests by maintaining documents in searchable, indexed repositories
- Mitigated the risks of future disasters and business disruptions through the use of geographically dispersed backup servers
- Saved the county the \$5.5 million cost of building a new records storage facility

ECM Enables Automation for Business Process Management

The value proposition for ECM is clear. It reduces cost and complexity by automating, optimizing and transforming business processes across the enterprise.

For example, one of the wealthiest counties in the U.S. has moved 1,500 users in 21 departments onto an ECM system that's integrated with 19 other software applications.

After creating a fax system integration for one department, the county's IT organization was able to quickly deploy the solution to multiple departments, streamlining fax processing across the county.

Deploying ECM allows organizations to create process frameworks that can be leveraged by multiple departments. Just a few of the processes that can be transformed through automation include:

- Vendor and contract management
- Production management
- Invoice processing
- Records management
- Case management
- Human Resources onboarding
- Travel and expense management

“ When departments implement their own solutions, it leads to information silos and poor IT support.

We selected Laserfiche as our enterprise standard and started with departments that would see the benefits of digitizing paper and automating processes right away. ”

Jakub Jedrzejczak
Enterprise Imaging Team Manager,
Loudoun County, VA

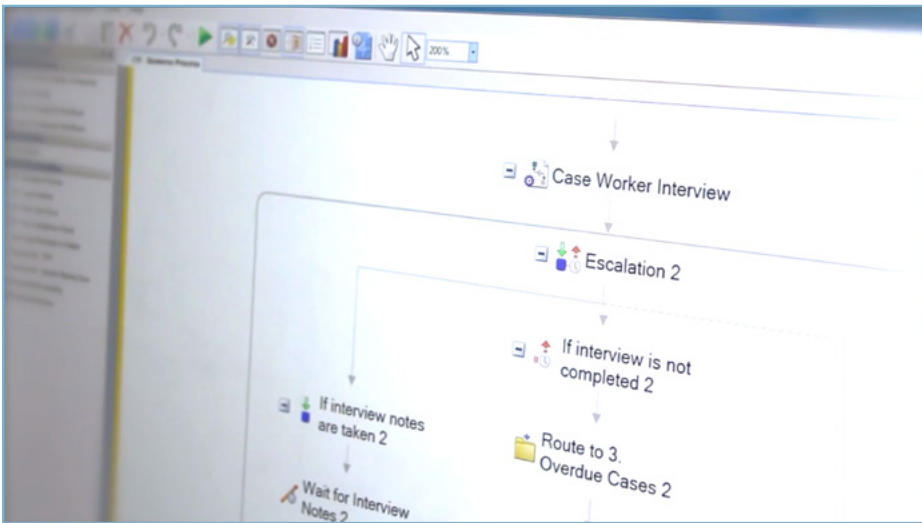


Laserfiche can be used for any department application.

Vendor and Contract Management: Texas A&M University System

When Texas A&M's Health Science Center (TAMHSC) laid out plans to build a new 200-acre campus, it allocated little space for physical document storage. Instead, the research center looked to other units within Texas A&M University System—which has a physical presence in 250 out of the state's 254 counties—for more cost-effective possibilities.

TAMHSC discovered that Texas A&M's AgriLife Research center had been using Laserfiche ECM to automate processes such as accounts payable approvals, purchase order routing and payroll change forms. Laserfiche's strong track record with Texas A&M AgriLife led to its implementation in TAMHSC in 2008.



Laserfiche Workflow allows organizations to automate case management processes.

The research center now uses Laserfiche to electronically store documents as well as manage vendor contract routing between regional locations and its central office—a process that previously lasted two to three weeks.

Laserfiche significantly streamlined TAMHSC's vendor management process by:

- Automatically routing vendor contracts to required parties for review, approval and signature
- Allowing staff to access and interact with contracts on iOS and Android™ mobile devices

As a result, the Health Science Center averages just two days to process and finalize contracts.

Within two years of TAMHSC's Laserfiche implementation, the entire Texas A&M University System selected Laserfiche to manage and coordinate processes between 11 university campuses and hundreds of offices across the state.

“ By digitizing and automating our vendor management process with Laserfiche, we've significantly cut down on mailing and couriering costs.

We've also enabled simultaneous review of contracts by as many as six different offices. ”

Kristin Nace

Assistant Vice President
for Fiscal Services & Budgets,
Texas A&M Health Science Center

Mobile Production Management: Steves and Sons

Steves and Sons manufactures 3.5 million doors a year—but not every door finds a home. For years, the nation's third largest door manufacturer found itself paying for damaged delivery claims despite its meticulous packing procedures.

When CIO John Andre started searching for a solution to the company's door dilemma, he realized a solution had already been purchased.

“ Mobile integration with our Laserfiche system is quite literally changing the way we do business. ”

John Andre
CIO, Steves and Sons



Steves and Sons uses Laserfiche on Android™ devices to mitigate risk.

Steves and Sons had been using Laserfiche as an electronic filing cabinet, providing instant storage and retrieval of purchase orders, inventory, HR files and other company records. Andre decided to take another look at the software and found it could be integrated into the company's manufacturing operations.

By integrating Laserfiche with a custom-built Android™ application, Steves and Sons allows inspectors to:

- Photograph a door on a mobile device
- Attach the photograph to the door's purchase order in Laserfiche
- Scan a barcode on doors to retrieve metadata, purchase orders and other vital information

By instantly linking photos and orders as they're processed, Steves and Sons has mitigated the risk of damage claims without delaying production.

ECM: Maximizing People, Process and Performance

When organizations are trapped in a paper-based environment, they don't have time to re-evaluate the entire enterprise. Business leaders are forced to devote themselves to nonessential tasks like tracking down records during an audit or approving stacks of purchase orders. Because their primary concern is to regain control over content, they approach ECM as a document management solution first.

This is where the path to transformation begins. With information in reach and employees freed from many administrative tasks, organizations shift from a content-focused mindset to a methodology-focused mentality. They identify new approaches to business processes that were simply unimaginable before.

ECM guides organizations to a higher state of productivity by helping them automate, optimize and transform business processes. Empowered by accessible information, automated processes and worry-free records management, organizations reclaim value in each and every workday.

“ Since we bought our Laserfiche system a year and a half ago, our Laserfiche reseller, +ImageNet Consulting, has gone above and beyond to ensure that our Laserfiche solution meets all of our needs.

The implementation process was smooth, user adoption was effortless and we're already seeing a strong return on our investment. ”

Brandon Covert
Director of IT,
The Cleveland Browns