



LENIC CONSULTING AND TECHNOLOGY SERVICES LIMITED

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(Formerly CCJL Services Group Limited)

Going Paperless with Active Document Archive

“Paperless” is not “paper free”

You will never have a paper-free company. Why? Because many entities consider paper to be the only true method of authentication. And since these entities are often either members of your own customer base or the legal community, chances are that you will always have to keep some form of archived paper trail. So, in reality, going paperless means eliminating all paper except that which is absolutely necessary in order to remain compliant with your client’s wishes or legal and regulatory requirements.

Why go paperless?

There are many reasons for implementing a paperless strategy in your company and these can be classified as either direct or indirect benefits. Direct benefits are those that are immediately evident once the paper begins to disappear. Some of these benefits include:

- *Reduced Overheads* – Even small companies can save significantly on printing, mailing, paper and storage space.
- *Faster Access* – Because everything is stored in one place, employees can respond instantly to customer questions instead of waiting on input from other departments.
- *Anywhere Access* – Because files are now digitized, information can be accessed anywhere and anytime using variety of channels i.e. mobile devices.
- *Document Security* – Password protection at different levels limits access only to authorized personnel.

Indirect benefits are those that are realized once the company has fully embraced the paperless approach. Some of these benefits include:

- *Space* – When you don’t have to assign square footage to filing cabinets, you can either retire that space and reduce overheads or re-purpose it for income-generating activities.
- *Increased Revenue* – Once electronic documents has become your preferred format, you are free to charge additional fees to process non-essential paper for clients who have chosen to opt out of receiving electronic documents.
- *Improved Service* – The ability to take the information “on the road” allows companies to take their services to the client instead of having the client come to them. This means that transactions can be concluded in a few minutes as opposed to days.
- *Business Agility* – With the information now stored electronically, the company is free to add new employees and services without having to worry about a prohibitive increase in overheads.

Before you transition...

If you're considering the transition to paperless operations, you may be wondering where to start. LeNic, in conjunction with its technology partners, Aperta and Burroughs, offers its clients a robust Document Archive & Management Solution that includes all the necessary software, hardware and consulting services you will need to help you execute a successful transition to a paperless environment. We'll discuss the solution itself later on. For now, let's look at some important issues you will need to consider before you even decide on which solution to implement:

- How much of your paper do you want to convert? How far back do you want to go in converting paper files?
- How will you handle the paper that still comes in from vendors, partners or customers? Or, the documents that you can't convert, like legal or tax-related documents?
- How expensive is new equipment or software, or both, and how does that fit your budget?
- What's your proposed process for going paperless and your time frame? Will you be going “all in” right away or pursuing a phased transition?
- How will you get your employees to buy into the process and don't regress into the paper world?
- How much external assistance will you need (e.g. consultants, data conversion, training etc.)?
- Will you need any specialized equipment (i.e. secure desktop scanners, signature plates etc.)?
- How will you handle paper reduction on an ongoing basis? What will be the process for dealing with incoming paper?

It's important to keep in mind that you, the client, through your answers to these questions, will determine which will be the best solution to implement. The solution should be able to adapt to fit your needs, no matter how complex.

Active Document Archive from Aperta™

With over 400 sites worldwide, Aperta is an acknowledged leader in providing secure document and payment processing solutions to financial and commercial institutions worldwide. The engine for Aperta's AiDPS suite of document processing products is its Active Document Archive (ADA), the main purpose of which is to maintain records of the images and data for documents and other items (e.g. cheques, IDs etc.) usually processed by a financial institution.

ADA's archive and research facilities provide for the storage, query and analysis of all captured work including images, transaction data, forms and reports. Permission-based access control restricts user access to specific types of documents.

Supervisors or administrators can be authorised to control user access thereby simplifying system management. The intuitive user interface allows operators to be productive within a few minutes.

Among ADA's general capabilities are the following:

- concurrent access to data and images;
- power users can export research results to third-party applications for advanced analysis;
- highly flexible search function (i.e. form ID, document type, full text search, wild cards, ranges etc.);
- ability to create commonly used search templates for repeat queries;
- user-specific screen configurations;
- creates logical links between document types so that data from one document type can be used as search criteria for another;
- multiple image view options i.e. pan, zoom, rotate, reverse;
- documents can be bookmarked and notes appended to aid in future research;
- provides secure access by individual, group, department or company as required;
- email or fax documents directly without the need to print;
- users can be productive even with minimal knowledge of the application.

And on the technical side...

- scalable architecture (Microsoft Windows and SQL Server platform);
- web access uses Microsoft IIS;
- supports wide variety of media (e.g. RAID, NAS, SAN, CD-R, DVD and optical disk)
- access stored documents via standard web browsers;
- handles wide variety of document formats (e.g. MsWord, PDF, text, MsExcel etc.);
- supports standard image file formats e.g. TIFF, JPEG;
- interfaces with hierarchical storage management systems;
- ability to export imaged items to standard text editors;
- supports a wide range of scanners for document capture;
- centralized control to monitor archive process;
- audit trails of system and operator activities.

By maintaining the document information in a powerful, well-structured database, the maintenance and retrieval of item information by ADA is both simple and efficient.

Why choose ADA over the rest?

While the features listed above are impressive, they are certainly not unique among the wide range of document archive solutions currently on the market. However, where Aperta stands out from the rest of the pack is in both the *modularity* and *customizability* of its solutions. First, Aperta has created a complete end-to-end enterprise document management solution that has been deliberately separated into a series of manageable functional modules that fit together as snugly as Lego blocks. This allows clients to purchase only what they need when they need it, secure in the knowledge that, when the time comes for the next step,

there will be no need to worry over compatibility or integration issues. ADA can build on the document-processing platform already installed and re-use the document information and images already captured.

The other exceptional feature of the AiDPS suite is its customizability. Clients can create a solution that is targeted specifically to their unique needs. Clients start with the plain "vanilla" version and then walk through a detailed customization process until they have a solution that exactly matches their requirements. No two Aperta installations are alike and this is why it is virtually impossible to predict the cost of the implementation until a detailed Requirements Definition is conducted.

Therefore, although ADA can certainly stand on its own as a robust and flexible document archive solution, it also provides the central platform from which other, value-added, image-enhanced applications in the AiDPS suite can then be utilized to create a complete "soup to nuts" document management infrastructure. These modules include secure cheque processing, *Remote Capture* (capture documents from anywhere on any device), *Forms Capture* (makes your digitized forms intelligent), *Signature Verification* (both automatic and visual) and *Active Image Statements* (eStatement generation).

Value-Added Infrastructure

Any implementation of a document archiving solution succeeds or fails on your ability to capture documents quickly and efficiently during the normal course of business. Document capture must be fully integrated into the day-to-day operations otherwise the activity will just be seen as "more work". This is the point at which standard flatbed scanners fail. Why? Because, firstly, flatbed scanners are too large to fit in an individual work space and so would require that the customer service agent temporarily move away from the client to use a shared device. And, secondly, flatbeds become inefficient when there are a large number of pages or items in a single batch.

Enter the Burroughs scanner solutions. With a footprint smaller than a toaster, the Burroughs suite of *SmartSource*TM multi-feed desktop scanners are designed to simultaneously capture back and front images from a wide range of document types and sizes – even hard items such as drivers' licenses and health cards – at speeds ranging from 30dpm up to 120dpm. As far as support is concerned, the operating software can be upgraded in the field and, in conjunction with Burroughs' *SmartSource*TM *Intelligence* remote monitoring software and LeNic's *SmartSource*TM *Depot* repair service, clients can achieve uptimes greater than 99.9% for what will become some of the organization's most mission critical equipment in a paperless environment.

LeNic...with you through it all

From helping to define your requirements to the management of the implementation activities, and even the pre-qualification and management of other vendors, LeNic stands ready to guide you through this exciting transition that will continue to provide benefits long after the transition is complete.