Scanning/Capture special:
Interviews, opinions, reviews

Kodak:
i1190 scanner reviewed

ibml:
Upping the intelligence quotient

Canon:
Paper & digital in harmony

Brother:
Putting users first
C-Cube Solutions specialises in providing Electronic Document and Content Management solutions based on the C-Cube software suite. Systems scale from departmental applications to enterprise wide solutions and include: the C-Cube Portal, Electronic Forms, Content Searching, Workflow/Collaboration, COLD/microfiche integration and EDRMS.

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13 Diamond Court
Opal Drive, Fox Milne
Milton Keynes,
MK15 0DU
tel: (01908) 677752
fax: (01908) 679444
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web: www.ccubesolutions.com
This issue includes an unusual contributed article - not about a vendor, but an actual end user, talking in alarmingly honest terms about the process that his business went through in assessing and selecting a DM supplier for the first time. When I read it, I knew that we had to run it, but I couldn’t for the life of me decide what kind of category it should come under as editorial. It isn’t quite a case study, and it isn’t really an opinion piece. In the end, it appears under the rather vague heading ‘End User Experiences’ - and if possible, I’d be more than happy to run more pieces along a similar line in future editions. So if you have similar (or indeed vastly different!) experiences to share, drop me a line at the email address below.

The user in this particular instance talks about the sense of panic he felt when, having been tasked with investigating potential DM systems for his business, he began by doing a simple web search. ‘Document and process management system’ in Google returned almost half a million different responses. Rather than attempting to make sense of that sea of contradictory information and marketing blurb, he did the most sensible thing possible: he stepped away from his computer, and went back to looking at what his business actually did. By first properly analysing the needs of the business, he was able to determine the likely requirements of the technology solution they would - eventually - deploy.

To quote from the piece: “Every website presenting a DMS is like a separate world. How can you keep from getting lost? First, I paid attention to things like information available about the DMS, what solutions the company had implemented, and what system characteristics were emphasised. In my opinion, client stories and feedback about a product are especially important. I didn’t just look for feedback on the official page - I searched social networks as well.”

Interestingly, having narrowed down the enormous field to five potential suppliers, this business still found some striking differences between (on paper) similar offerings - but this time it was more about the company culture than the product technology: “I gave them specific questions and requested real-world examples of solutions and implemented promises. I also met DMS creators who simply presented the best option they had without asking anything. I did not select them, instead continuing my search among the other better options.”

There are some lessons to be learnt for many in our industry from this piece, I would suggest. I hope you enjoy reading it as much as I did.

Dave Tyler
Editor
david.tyler@btc.co.uk
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Danwood expands portfolio with Canon

The Danwood Group has signed a new vendor agreement with world-leading imaging and information technology solutions company, Canon. The agreement enables Danwood to expand its Digital Workplace Solutions portfolio, allowing businesses with high volumes of business critical documents to enhance workflows and streamline digital document processes.

This digitalisation can be enabled through a number of Canon-based software solutions, including Canon I.R.I.S and Therefore, which allow the simplification of document capture, document management and document quality management.

Automating eConveyancing forms

Zylpha has launched a suite of eConveyancing forms that fully automate the key documentation involved in residential property sales. Zylpha hopes that the forms, which are used in conjunction with Adobe Sign, will finally end the costly practice of property teams mailing documents to clients for completion.

By using secure email instead of post to distribute the forms, legal teams can now significantly speed up the process by removing the risk of mail delays or lost post. It also dramatically eliminates the costs of stationery, postage and physical storage required to maintain paper-based systems. The forms can be completed by clients on the computer, tablet or mobile device and also includes the functionality to start completing the forms on one device and complete them on another device.

Zylpha’s Development Project Leader Debi Newbery noted, “The one thing most clients really want from conveyancers is speed and yet, in many cases, practices are still relying on the postman. This is no longer necessary as by using these electronic forms in conjunction with Adobe Sign, the whole process is often weeks quicker.

“Our clients have some of the most forward thinking conveyancing departments and we are delighted to provide a solution which can save considerable amounts of time and money, whilst also significantly boosting customer perceptions.”

www.zylpha.com

Andrew King appointed as EDM UK CEO

EDM Group has appointed Andrew King as Chief Executive Officer (CEO) of EDM UK. Andrew joins EDM Group from KPMG where he was Chief Operating Officer (COO) for Corporates, Government and Private Equity as well as Director of Bidding. Before he joined KPMG Andrew was Sales and Marketing Director at G4S PLC and prior to that he spent 15 years in a variety of UK, European and Global roles in sales and service delivery at document management and workflow solutions company Xerox.

Reporting to EDM Group CEO Sam Ferguson, Andrew will be responsible for leading the UK business through its next stage of growth as it continues to build its unique propositions of physical, hybrid and digital services including technology platforms for the mortgage, insurance, automotive and public sectors.

Andrew said: “EDM is a company with a great reputation for delivering quality digital solutions to larger organisations such as Nationwide and HMRC while still being agile enough to meet the very specific and diverse needs of companies across multiple sectors. The combination of forthcoming regulation governing data management, the digitisation agenda in the public sector and the need for financial institutions to respond to competition from challenger brands is creating a fantastic opportunity for EDM to help organisations digitise processes to deliver both efficiency and innovation.”

www.edmgroup.com

"Future-proof" MFPs from Sharp

Sharp Europe has launched three new MX Essential A3 colour MFPs, which completes a refresh of its A3 line up. The MX-4050N, MX-3550N and MX-3050N provide SMBs, government departments and education organisations with an affordable print, copy and scan solution, with optional upgrades to allow for changing business needs.

Available in 40, 35 and 30ppm the MX Essential A3 colour models combine high quality and speed with the practicality of an easy to use and customisable interface, familiar to users of other Sharp MX devices.

Sharp is also offering businesses the added flexibility of a diverse range of optional features, including advanced finishing solutions, Office Direct Print and Sharp’s Open System Architecture. Rachel Dean, European Product Business Manager, said: “The new MX Essential models complement our recently launched Advanced range, and makes Sharp MFPs accessible to more businesses who need their technology to evolve with them.”

www.sharp.eu
Managing information overload

Kodak Alaris has launched a series of enhancements to its software portfolio with Kodak Info Input Express and Kodak Info Input Solution v4.0, which features a new mobile app, deliver simplified, connected and secure solutions to combat the overwhelming amount of data that weighs down people and processes and keeps businesses from realizing their full potential.

The enhanced Info Input Solution v4.0 is a web-based document capture application that provides an efficient way to integrate capture into existing enterprise content management (ECM) and line of business applications. The solution helps eliminate costs associated with thick client software by allowing IT departments to centrally manage the deployment and support of Info Input on desktops and mobile capture devices. It also eliminates per-user licenses and volume-based click charges. Info Input Solution 4.0 now accommodates complex workflows, adding a mobile element for increased flexibility. For instance, insurance agents who frequently work remotely filing claims are now able to capture off-site and push data into a business process or workflow as if they were in the office.

www.KodakAlaris.com

Secure, scalable cloud

uniFLOW ONLINE is the latest addition to Canon’s award winning uniFLOW integrated network print and scan management software portfolio. It provides small and medium-sized businesses with a secure cloud solution designed to improve productivity and control print costs that scales with their business.

uniFLOW ONLINE offers SMBs a secure server-less enterprise output management platform that installs effective print management and cost controls for businesses without the need for on-site print servers. The solution is scalable thanks in part to the security and scalability innovations of Microsoft’s Windows Azure cloud platform.

The secure management of documents, particularly in the cloud, is a key concern for today’s businesses. uniFLOW ONLINE provides secure printing for sensitive documents as print jobs never leave the local network until released directly from the printer with a pin-code or ID-Card.

Close integration with Canon imageRUNNER ADVANCE devices offers improved flexibility as print jobs follow users from device to device, enabling documents to be printed and finalised from any compatible multi-function device (MFD).

uniFLOW ONLINE reporting also enables administrators to track their organisation’s printing and copying costs to ensure that they are charged to the correct departmental cost centre or project. Central reporting on print fleet usage and performance also helps administrators identify the areas where printing and copying costs can be reduced.

www.canon.co.uk

OneTouch colour duplex desktop scanner

Visioneer has introduced the Patriot D40, a colour duplex desktop scanner and software package designed for scanning, storing and organising up to 6,000 double-sided pages daily.

Compatible with Windows and Mac PCs, the Patriot D40 features Visioneer’s OneTouch technology, enabling the scanner to function seamlessly, at the touch of a single button, with the content and image management solutions used in many medium-sized and large organisations.

The Patriot D40 will scan and image 60 double-sided colour pages per minute (ppm) at 200 dpi resolution, or 40 double-sided colour ppm at 300 dpi resolution. Optical resolution can be set for 200, 300 or 600 dpi, with Visioneer Acuity software enabling interpolated resolutions of 75, 100, 150, 400, 500 or 1200 dpi. Colour output depth is 24 bits; grayscale output depth is eight bits.

The scanner bundle includes Nuance OmniPage Pro, Nuance PaperPort, and Nuance Power PDF for use with Windows PCs.

www.visioneer.com

Intelligent document visibility

IntelliChief ECM’s new IntelliChief Analytics provides greater documentation visibility throughout automated workflow cycles, enabling informed decisions to be made, and improved cashflow management.

IntelliChief Analytics provides complete visibility of live documentation in IntelliChief ECM. The scalable dashboards deliver convenient self-service analytics reporting, visualising data intuitively with drop-and-drag simplicity. All reports may be regularly scheduled, saved and shared with colleagues for convenient and timely notifications.

The solution engages with interactive visualisations include heat maps, gauges, geographic maps, waterfall charts, data tables with in-cell graphics, and grouped, cross-tab reports with drill-down and drill-through. IntelliChief Analytics provides users with customised reporting format choices, on any data facet, based on their company culture, business processes and viewing preferences.

www.intellichief.com

www.document-manager.com May/June 2016 @DMMagAndAwards
Kodak’s recently launched i1190 and i1190E scanners are aimed at the desktop workgroup sector and transactional capture requirements, and are a step up in several respects from the previous, and well-regarded, i1150 model. The i1190 is capable of 40ppm at 200dpi and also, significantly, at 300dpi. It is quite unusual at this level not to see some speed degradation at higher resolutions.

It also offers impressive document handling tech: ultrasonic multi-feed detection is quite common on scanners in this sector now, but the new Kodak machines also include Intelligent Document Protection. This functionality gives the scanner the ability to ‘hear’ a document snagging or crumpling in the roller, and stop feeding before damage is done.

The scanner itself is neatly designed for office use, with its angled stand and compact footprint. Nonetheless the i1190 feels robust and solid - the feeder trays etc. have none of the flimsiness sometimes found on desktop scanners - indeed the i1190 range is rated at up to 5,000 documents a day. Small touches show where the Kodak designers have listened to ‘real world’ users: a discreet dedicated ‘card ledge’ is the ideal place for bank cards, ID, or business cards to sit to avoid them being misplaced.

Included software is where Kodak really starts to stand out at this price point, as the i1190 includes the company’s proprietary PerfectPage image processing software - the i1190E version has it physically embedded on the scanner itself, while the standard version allows for installation onto a connected PC. In virtualised environments where thin client workstations are being used more than PCs, the embedded option is clearly something that could be very helpful, removing the need to buy additional PCs just to handle scan workloads. The i1190E, claims Kodak, is ideally suited for web based capture requirements. A third variant on the hardware range is the i1190WN which adds wifi compatibility for integration with web applications. The three models look more or less identical from the outside, of course.

Integrated image processing in this way offers real benefits to users as well as administrators: deployment is quicker and smoother, and potentially implementation and running costs can be reduced. The i1190 also comes with Kodak Capture Pro LE and Smart Touch software. Smart Touch controls the intuitive colour display panel with sensor buttons, for what Kodak Alaris describe as ‘a more engaging user experience’. Business processes can be selected by assigning easily recognisable coloured icons to the process.

In all it is obvious, from the thought that has gone into the design and software options, that Kodak Alaris has a clear vision of how the desktop scanning market is going. The i1190 offers simplicity in installation and in use, with a simple interface that will take next to no time to get used to - making for increased productivity among its user base. Where businesses increasingly are demanding a scan solution that combines compact and unobtrusive hardware with high speeds and powerful capture functionality, the i1190 makes a strong argument for being near the top of the list.

More info: www.kodakalaris.com

VERDICT

The i1190 is a very versatile desktop workgroup scanner offering, combining decent speeds with powerful image processing - all a very competitive price point.
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<table>
<thead>
<tr>
<th>Model</th>
<th>Speed</th>
<th>Pages Per Day</th>
<th>Duplex</th>
<th>Order</th>
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<td>20,000</td>
<td>Duplex</td>
<td>KOSC3450</td>
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More and more HR departments are joining the digital revolution and going paperless. HR is at the heart of all businesses: recruiting, training, assessing and managing staff is all done through this essential department. The daily processes of the HR team have seen large amounts of paperwork being kept for many years. Traditionally, this paperwork has been in the form of hard copy paper documentation. From initial interview of potential employees the paper files are created, expanded and filed in an organised, indexed manner for easy future access. However the space this requires means that after a time large swaths of the office are being used to store confidential records. As the archive grows, finding the right file and having easy access to the information can become an issue. Some HR teams run out of available space and often send older files to offsite storage or less accessible corners of the building.

**THE RECORDS BURDEN**

The HR department is resource heavy; it requires a lot of staff time to manage employees, the records, potential employees and past staff members. With records being kept for the entire employment period of the employee and beyond, or in some cases where company pensions are involved, the lifetime of the employee, it’s easy to see the issue of record storage becoming burdensome for the HR team. Taking all of this into consideration it’s easy to see why many businesses today are using...
"THE HR DEPARTMENT IS RESOURCE HEAVY; IT REQUIRES A LOT OF STAFF TIME TO MANAGE EMPLOYEES, THE RECORDS, Potential employees and past staff members. With records being kept for the entire employment period of the employee and beyond, or in some cases where company pensions are involved, the lifetime of the employee, it’s easy to see the issue of record storage becoming burdensome for the HR team."

specialist HR software products. The use of these packages has allowed the HR team to stop or dramatically reduce the amount of paper being added to the physical paper record. Instant access to information - and the ability to share information quickly across the organisation - has seen these systems becoming an integral part of the modern HR department.

Implementing the HR software system only goes so far to alleviate the burden of paper files as most organisations still have the older physical paper record. Some HR departments have considered or started the laborious task of digitising these records but soon come to realise that the job is far bigger and too time consuming to be completed. The space needed and potential compliance implications often serve to kill an in-house scanning project before it’s begun.

It is at this point that many organisations give up on the process of archive scanning and conclude that, although not ideal, running a half-and-half filing system is inevitable. But it doesn’t have to be this way!

EXPERT EASE

The alternative if you don’t want to be restricted to outdated paper records is clear. You need to bring in the experts and outsource your problem.

A professional document scanning provider will be able to advise on your digitisation project, in many cases showing the HR department how outsourcing can in fact be more cost-effective and certainly more efficient than the DIY approach.

The scanning provider will remove the hassle from the project and deliver peace of mind that the records will be scanned and images returned in a timely fashion. Once the paper files have been digitised the images can, in most cases, be uploaded to the HR department’s software. This allows the organisation to hold all employee information in the same place, with all of the benefits of instant access, security and information sharing.

BOXING CLEVER

There are a number of additional benefits in using an outsourced service provider like Storetec. A fully managed service will see your paper files taken offsite quickly without you having to make complex plans for removal, boxing or temporary storage. In many cases there is no need to dedicate your HR staff to organising the files or adding any additional file index information. Your files will be scanned by a dedicated, professional team, backed by the latest technology to provide you with high quality images.

You can rest assured that there are no data protection issues if you’re using a professional scanning partner. But it is worth checking that the company you choose has fully compliant processes which meet or exceed legal standards.

The images and indexing data produced can be provided in a file format that can easily be imported into your existing software - but make sure your service provider can deliver on this. You don’t want the task of importing one file at a time into your HR software.

One of the biggest advantages of going paperless is the freedom it offers the HR department. Traditional HR departments with paper based filing systems have been tied to operating at the physical location where the paper files are stored. This limits the department’s ability to offer flexible working arrangements such as working from home or smaller regional offices.

Going ‘paper-lite’ in your HR department is the sensible approach for any organisation looking to become more efficient, streamline their processes and help their staff be more productive.

More info: www.storetec.net
**INTERVIEW: IBML**

**David Tyler:** Is it fair to say that ‘intelligent scanning’ is a concept that is central to the potential appeal of your new desktop scanner offerings?

**Ashley Keil:** Intelligence for me in the capture world can mean three distinct things: manual, server-based or scanner-based intelligence. Manual of course means everything being done physically - inserting separator sheets, ‘eyeballing’ every document to validate it, and so on. With a server-based approach, users may have an IDR (Intelligent Document Recognition) engine for instance doing some of the intelligence for them (rejections etc.), but there is still a significant amount of physical things that the operator has to do. Server-based intelligence will help users to remove certain cost elements: validation costs, separator costs, insertion costs, for instance.

Intelligence on the scanner itself means a fully automated hardware and software approach. It can do all the things that server based IDR software is doing, but it will also do all sorts of things where a server-based approach falls short: we have the ability to automatically out-sort all the cheques and valuable documents, for instance, or automatically reject incorrect transactions physically as well as electronically. This reduces the cost even more dramatically: from an ROI perspective it is very interesting to our users to see exactly how much difference intelligent scanning can make to their operations.

**DT:** And how has this 'intelligence focus' trickled down to your desktop offerings?

**AK:** Our new desktop devices are still part of the ImageTrac product line. The market has always known ibml, of course for its big, fast, intelligent scanners. The new models simply extend that range downwards, so we can offer a more intelligence-focused desktop option, with a clear upgrade path.

Historically our conversations with customers and the channel have tended to be around implementing desktop models as a sub-system, but it is perfectly feasible to deploy the new ImageTracDS 1210 and the ImageTracDS 1155 as ‘standalone’ systems where appropriate. They can be shipped with a TWAIN or ISIS driver, so can be driven by...
third party software - if that is the requirement that a potential user has. These new devices can offer higher speeds and higher performance (even at higher resolution) to desktop environments. And even when you start to add in some of the intelligent scanning processes I’ve mentioned, we can maintain those high speeds even with the additional processing overhead.

We feel with these new devices that we’re well placed in terms of the position in the market, performance, leading edge technology - and frankly we’re excited to see the market already accepting a desktop proposition from ibml so readily.

**DT:** Let’s dig down into some of the detail of what makes these new scanners so interesting - what’s new?

**AK:** As the model numbers suggest, we have a 210ppm (DS 1210) and a 155ppm (DS 1155) model. Like all ibml devices, they feature left-justified feeding, which is pretty much unique to us - it makes prep and handling of mixed document batches much more straightforward. Operators don’t want to be fiddling with a pile of documents to make sure they will all line up with a central roller. Input-wise, it has a 550 sheet feeder as well as two output trays that are separately programmable. CIS cameras and LED lighting are other examples of where we are right at the cutting edge of technology in our manufacture.

In addition, we offer up to 600 dpi native capture on these scanners, so for archival users who need 400 dpi output, there is no need for interpolation. Now at the low end that may not seem like a big deal, but in the world of 150 ppm-plus scanners, maintaining that kind of throughput is actually something very impressive. They also have a front imprinter as standard and rear imprinter as an optional extra if users need to endorse the front and back of scanned documents, for example in creating an audit trail for selective documents. Multi-feed detection on the new desktop scanners features up to five ultrasonic sensors. We’re seeing more and more users needing to scan envelopes, either for audit trail purposes or to initiate a transaction, or to monitor ‘goneaways’ - so envelope handling on these devices is highly sophisticated, even scanning envelopes that are still stuffed. We can also handle long documents (up to 150cm) such as ECG’s in medical records - these are all capabilities that I think are value added in the desktop arena.

As scanning has become more about day-forward than archiving, it has of course become a more technical process. Users are now far more likely to be looking for the content of an image than simply looking for the image itself, as it relates to an active business process. This relates directly to the growth in demand for more intelligent scanning and capture.

**DT:** What about the software side of the desktop offerings?

**AK:** We are able to automate more of those classification, preparation, scanning, QA, and sorting tasks precisely because of the hugely powerful software engine we have running behind our hardware. Our front-end scan client is SoftTrac ScanDS, which, just as an aside, can also drive third party scanners as well as ibml: we have lots of user sites where our large ibml scanners are surrounded by Kodak, Canon or other scanners, but they’re all driven through our ibml software infrastructure.

We also offer DocNetics, which works as an integral IDR engine, in that it manages OCR/OMR engines, barcodes, etc. Our whole software offering - SoftTrac - is available as a modular ‘SoftTrac Capture Suite’ - users can buy the functionality they need when they need it. If you only need a 2D barcode reader, for instance, you need only buy that element. This can be very useful for buyers who may need to justify costs, to understand that all of our software pricing is scaled commercially to the size of the product - so OCR on a desktop ibml scanner will actually be surprisingly affordable! And of course, our capture software is not only limited to scanner capture, but it is fully Multichannel capable, equally as effective at taking input from Email, office documents, web and existing image repositories etc.

**DT:** What is the market asking for from ibml and indeed the capture industry right now, and how does intelligent scanning address those requirements?

**AK:** If you talk to any BPO particularly, their main business aim at present is to move away from archival scanning, and into more day-forward business. They’re not just adding value to what they do, they’re driving revenues as well. And everyone we deal with is moving that way; for banks and insurance companies, that is their business. What that actually means is that everyone is now developing a desire to move toward intelligent capture - because that will drive more efficiency and margin for them.

We can help those users build toward that more intelligent capture at their own pace, adding speed and intelligence as they grow. For example you can buy the new scanners as a basic desktop scanner and add intelligence as you go. You can even upgrade from 155ppm to 210ppm when you’re ready.

We know better than anyone the value of intelligent scanning, and I think that the market too is now very aware of how much can be saved by automating a lot of the traditional prep and post-prep tasks. Our proposition, of building that intelligence into the hardware as well as the software, increases that value massively. It gets information into a system earlier in the capture process, it improves the ROI or any project, and it can even help with SLAs, reducing the length of approvals or validation processes.

More info: www.ibml.com
Quality Management looks set to be an ever more integral part of mainstream business activity with the latest revisions to the ISO 9001 standard, says Nick Berzins, General Manager, FileExpert Document Management.

Forward thinking, competitive businesses will have clearly defined processes for dealing with their customers, suppliers, employees and the delivery of their products and services. They'll also continually review these processes.

For many, this leads to an obvious step to a formal certification such as ISO 9001. It's often a stipulation in business tenders or supply chain questionnaires and is essential for those that wish to work globally or with regulated industries. If you are already one of the million-plus companies globally that is certified to ISO 9001 or you are now considering registering your business, you'll probably be looking at the latest revisions in the ISO 9001:2015.

The new version replaces the ISO 9001:2008. ISO says the revisions 'take into account the different challenges that businesses now face. For example, increased globalisation has changed the way we do business and organisations often operate more complex supply chains, and there are increased expectations from customers.'

While the changes certainly recognise the need to make the certification a much more agile business tool, for most it will mean: more extensive planning, a significant mind shift about how the standard is viewed internally and - perhaps the biggest challenge of all - a new way of working with business documents. It's no longer an action that can be delegated solely to one individual; it now involves multiple individuals.

In fact whether you are committed to the certification or not, there are several aspects of it that you must consider for your business today. No-one can argue that a clearly defined and documented management system is essential to maintain competitive advantage.

**KEY CHANGES SUMMARISED**

ISO 9001:2015 includes a number of significant changes. Perhaps one of the first challenges will be to ensure busy business leaders own the quality management processes, rather than one individual. It will be essential to overcome any resistance as there is more focus on bringing the standard into the entire context of the organisation. It requires you to clearly identify and understand the internal and external factors that impact your organisation.

You will need to look at business risks and opportunities and how you will integrate and implement your actions into your management system processes. Every action must also be monitored, managed and communicated across the organisation. You will need to have the resources to ensure you can implement, maintain and continually improve your quality management system. Employees must also be aware of the quality policy, understand the role they play and the implications of not conforming.

Particularly interesting is the
introduction of a new term, ‘Documented information’. This means you will now need to think beyond confirming your procedures as standalone documents. You must now also maintain documented information about each defined business process and ensure that everyone that needs to, can access this information easily. Unsurprisingly, you will then need to be able to monitor, measure and evaluate when data should be analysed and provide documented information as evidence of your actions.

**THE REALITY OF THE CHANGES**

At FileExpert, we believe the revisions have certainly enabled the standard to become a much more agile business improvement tool and it is now more relevant to business operations today. The updated requirements to manage “documented information” now offer more flexibility in the types of documentation that can be included. However, with the amount of material you will be required to track and audit, the only practical way to manage it effectively is with a computerised system. A manual approach will no longer suffice.

It’s essential to view the standard as a strategic activity. As a result, any additional investments required, such as a digital ECM system, can be evaluated within a broader business context. On a positive note, an investment in a good document management or ECM system will benefit the business in many other ways, beyond winning ISO 9001 certification. It will bring increased productivity, better document control and create more time to focus on your customer needs. It’s also essential that you do not underestimate the mind shift that will be required in some organisations. Senior business leaders are expected to be more involved than they have generally been previously. It’s also time to say ‘bye-bye’ to the lever-arch file, packed full of process diagrams, that is gathering dust on a shelf. The revisions mean that ISO 9001 is no longer the ‘tick box’ exercise that will automate the preparation of data to win new clients, which, for some, it may have been before. Employees will need to understand how to effectively manage their business critical documents and buy-into any new ways of storing their work.

**WHERE TO START**

To get more familiar with the changes, there are lots of useful resources online. We’ve found the ISO and BSI websites a good place to start. We recommend you tackle the elements that will have the biggest positive impact upon the business first. These will help to win the hearts and minds of the employees and leaders that you need to get on board. If like, many organisations, you are introducing a DM or ECM system, start your search now. Choose a tool that organises, manages and tracks information and processes associated with quality and compliance activities. Also ensure your supplier will get you up and running quickly, helping you to demonstrate the benefits it can bring to the business as a whole. Finally, if you want to meet the deadline of September 2018, start now, it’s just 27 months away. And if you don’t, you can still benefit from taking a look at the revised standard. The significance it places on reviewing your business processes is a positive step towards securing happy employees, satisfied customers and business growth.

More info: www.fileexpert.co.uk
Double figures

November 2016 sees the return of the DM Awards, and attaining our tenth birthday means we are reaching out to the industry as never before.
AWARDS CATEGORIES 2016

PRODUCT AWARDS

Accounts Payable/Invoicing Product of the Year
Compliance Product of the Year
Data Capture/Recognition Product of the Year
Imaging Product of the Year: Desktop/portable/other
  Imaging Product of the Year: Workgroup
  Imaging Product of the Year: High Volume
Email Product of the Year
Records Management Product of the Year
Print Management Solution of the Year
Mobile Capture Product of the Year
CMS Product of the Year: SME
CMS Product of the Year: Enterprise
Workflow/BPM Product of the Year
Hardware Product of the Year
Software Product of the Year
Editor's Choice
Product of the Year

COMPANY AWARDS

BPO/Outsourcing/Bureau Business of the Year
Service/Support Company of the Year
Data Destruction & Shredding Business of the Year
Channel Partner of the Year
Company of the Year

PROJECT AWARDS

Project of the Year: Public Sector
Project of the Year: Private Sector

MORE INFO: WWW.DMAWARDS.COM
The Association of Certified Fraud Examiners has said that 5% of all company revenue is lost to occupational fraud each and every year, and that the average cost to businesses now stands at a staggering $150,000. 

Fraud is endemic and paper is at the very centre of the problem. Why do I make this strong claim? Because the sheer reality is that the medium facilitates fraud by making concealment easier over extended periods of time. Think of the Enrons of the world, where extensive illegal and fraudulent activities were buried in paper over many years.

In fact, my personal experience tells me that such illegality is sadly more widespread than I thought at the start of my career; I have witnessed multiple instances at clients. But who are the likely perpetrators of this chronic fraud? The most likely perpetrators are very often the long-term, established members of staff, who may operate in cahoots with externals, even ostensibly trustworthy suppliers or partners.

Human nature is unfortunately flawed, and when presented with easy access to a good colour photocopier, the opportunity to generate a convincing fake invoice is a genuinely inviting one for some. So how does paper contribute to this problem? The reason is two-fold. First, metal cabinets are notoriously very difficult to search and can easily conceal all manner of corporate malpractice. And second, non-electronic filing systems have no audit trail of activity, and so are impossible to search comprehensively and spot the patterns that would set alarm bells ringing.

Technology, however, can make all the difference. Here's an example of these discovery methods being applied in practice. One of our customers in the building and construction industry discovered a substantial amount of fraud taking place when it started to match delivery notes against physical goods coming in. It became apparent that things had been claimed for that simply never showed up. Ultimately, £100,000 worth of fraudulent activity came to light after all the paperwork was scanned. The real giveaway? The disparity in the order numbering: something that would have been far harder to track working off the paper documents alone.

These fraudulent accounting practices were only obvious when the system was automated, becoming at a stroke more visible and transparent, both internally and externally. With document management technology, you can have an infrastructure that supports a three-way match between orders, payments and delivery, tying your core ERP into all of your invoicing processes.

With a move to paperless you can avoid a huge chunk of all the fraud the Association of Certified Fraud Examiners found - that needlessly missing 5%.

Occupational hazard?

Document Management can address employee fraud - and even stop you paying the same bill twice, says EASY Software's Howard Frear, as he discusses how modern digital paper disciplines can help protect against fraud as well as make your invoicing more effective.
ERROR PRONE
Keeping tight control of your cash flow, especially in economically challenged times, is good financial control policy. However, you may sit on an invoice for so long that the supplier re-invoices - and you risk paying the second invoice, as well as the original bill!

It may sound like an unlikely scenario, but it’s unfortunately far too common. I term this human accounting error as auto-fraud - namely fraud against yourself. Double invoicing is, in fact, such a big issue for some big firms that they have in-house staff whose sole job is to examine the paper pile and check for duplicate invoices and manually match POs.

That’s a very poor use of your staff’s time, skills and abilities - plus it’s an inefficiency that can easily be rooted out if you put a proper process in place supported by Enterprise Content Management (ECM) to match your credits and debits. We’d also recommend moving to bigger orders with a smaller set of core suppliers, as that approach plus paperless invoicing is a real step to true business efficiency.

TAKE STEPS
So in conclusion, if you want to stop that 5% leaking out of your profits every year, there’s only one way forward: remove the paper chase. Do that by investing in systems and processes to expunge all paper, checking your processes and flushing out any rogue invoices or suspicious internal behaviours.

At the same time, get more digital to speed up your auditing procedures, and if you prefer to hold on to your cash, be realistic about the double-invoicing risk and put the right checks in place.

More info: www.easysoftware.co.uk

THE FINANCIAL COST OF FRAUD
Research published last year by PKF Littlejohn and the University of Portsmouth (The financial cost of fraud 2015) suggested that it is likely that losses in any organisation and any area of expenditure will be at least 3%, probably near to 6% and possibly more than 10%.

The global average loss rate for the entire period of the research (5.6%), when taken as a proportion of the global Gross Domestic Product (GDP) for 2013 (£49.68 trillion), equates to £2.78 trillion, a sum more than 50% greater than the UK’s entire GDP.

Even reducing such losses by 40%, which some individual organisations have achieved, would free up more than £1.1 trillion - a sum greater than the GDP of 175 countries. In the UK, applying that global average loss rate to GDP would imply total losses of £98.6 billion each year.

Reducing such losses by 40% would free up more than £39 billion each year. This sum is equivalent to more than the UK Government spent on education in 2013 and only slightly less than it spent on military defence.
COMPANY UPDATE: BROTHER

Apple CEO Tim Cook recently promised that the next generation of the iPhone would again deliver features that users don’t yet realise they can’t live without. Arguably what has made Apple phones - and the endless choice of smartphones they inspired - so successful in the past is how well they have integrated into users’ lives. They provide a single device that works seamlessly across all of the most popular communications channels and online services - including voice and video calls, email, text messaging and a wide array of social media - and this has made them indispensable to millions of people around the world.

As the smartphone has gradually replaced the traditional mobile, so we are seeing the same effect with other categories of hardware. Many users no longer want stand-alone boxes that serve only a single function and instead expect solutions that will work hand-in-glove with existing document management systems to deliver efficient workflows that save time and effort and reduce the chance of human error.

FROM BOXES TO SOLUTIONS
A traditional scanner will normally save the scanned document to a fixed folder on an attached computer, in a standard format and resolution and with no additional information attached to the file beyond when it was created.

While this might be acceptable or even desirable for personal use by an individual, it’s easy to see the limitations of this kind of system in many working environments. Anything the user wants to do with the document after it is scanned - re-naming or resizing the file, adjusting the format or transferring it to another location, for example - needs to be done manually, document by document. This can create very inefficient and error-prone workflows.

Today, Brother scanners offer much greater added-value functionality right out of the box. The touchscreen interface on scanners gives users control of where their document will be saved and how the file is named, among other details, all of which can significantly improve workflows, making processes more efficient and more secure, reducing costs as a result. Features like wireless and cloud connectivity can help the hardware work seamlessly with your existing systems.

If you’re upgrading your document management system, you might be surprised by the level of functionality offered as standard, and by the value it could add to your workflow.

However, if you have more specific needs when it comes to scan hardware to support your document management systems, Brother offers a user interface that is entirely open-source and customisable to your specific needs.

Putting users first

When it comes to scanners, better integration improves the user experience and makes workflows faster, more efficient and more secure explains Salim Hasan, Technical Product Manager at Brother UK.
NEW BROTHER SCANNERS INCREASE EFFICIENCY

Brother UK has recently launched four new models in its ADS scanner range, designed to improve productivity and efficiency of document capture for office professionals with high-volume scanning needs.

The new range has network capabilities meaning multiple users can scan documents such as contracts or extensive paper files, without the need for a direct link to a central PC. This allows scanned documents to be easily shared across teams and departments.

The scanners are compatible with software which enables keyword search, helping users to trace and access documents quickly and easily and helping to reduce the cost and space taken up by large filing cabinets.

The models offer two-sided scanning and features include one-touch programmable scanning and advanced image processing to improve quality. The scanners also enable wireless printing, ideal for offices operating a BYOD scheme as users can scan directly to their mobile phone or tablet using Brother’s free iPrint&Scan app. Near field communication (NFC) is also available on the ADS-3600W device.

In addition the range easily integrates with existing document management software with TWAIN drivers and Kofax compatibility. The scanners are also equipped (ADS-2800W and ADS-3600W) with Brother’s Solutions Interface (BSI) allowing third-party developers to build, or integrate with, standing solutions.

More info: www.brother.co.uk/scanners/desktop-scanners
Transforming the landscape

Digital transformation will play a vital role in the UK’s efforts to attain growth and sustainability, argues Mike Nelson, Vice President at PFU

...phenomenon, engaging with tech-savvy customers, employees or business partners is the main force driving the region’s digital transformation. Many governments and private businesses now prioritise customer-focused services to deliver customised, meaningful and enhanced experiences. A more personalised customer experience has taken precedence over just merely selling products and services. Digital platforms are effective tools to connect with customers and understand their requirements in order to anticipate and efficiently address their needs.

These optimised, end-to-end and highly secure tools are also redefining the way governments and businesses operate nowadays. More and more intelligent software solutions are being integrated into their systems to aid employees and management in their decision-making processes in order to save time and resources as well as reduce costs.

Additionally, the voluminous data being generated every day is effectively streamlined and managed through the deployment of available modern document management solutions. The resulting operational efficiency can lead to faster business operations, enhanced productivity, and improved profitability.

Digitisation also calls for qualified manpower proficient in handling such ‘smart’ equipment. Organisations are now implementing training programs and conducting skills development sessions to upgrade the competencies of their human resources according to the demands of modern times and make them globally competitive.

With all these benefits in mind, investing in information and communications technology is the only natural course for businesses to digitise and automate their processes. However, at the beginning of many electronic process chains there are paper documents. Therefore, it is of key importance to digitise the paper-based information and integrate it into the electronic process chains.

‘Scan-to-Process’ is the catchword here. This concept is a logical step for any business or government authority that is en route to better quality, greater efficiency and improved, faster, business processes. Some document scanners from Fujitsu even support a ‘Scan-to-Cloud’ concept, allowing the transfer of paper documents into cloud services.

We are also witnessing the increased deployment of cloud-based services and customer-focused applications as well as the implementation of new technologies, including big data, predictive analytics, and the Internet of Things.

The challenge is to achieve a true digital transformation through improved customer experiences and digitally-enabled offerings. Digitisation is already redefining today’s reality and both the government and private sectors must invest in modernising their systems or risk becoming irrelevant.

More info: emea.fujitsu.com/scanners

“A MORE PERSONALISED CUSTOMER EXPERIENCE HAS TAKEN PRECEDENCE OVER JUST MERELY SELLING PRODUCTS AND SERVICES. DIGITAL PLATFORMS ARE EFFECTIVE TOOLS TO CONNECT WITH CUSTOMERS AND UNDERSTAND THEIR REQUIREMENTS IN ORDER TO ANTICIPATE AND EFFICIENTLY ADDRESS THEIR NEEDS.”
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INTERVIEW: CCUBE SOLUTIONS

New and improved

As CCube Solutions announces a major new release of its EDMS software, DM Magazine Editor David Tyler catches up with the company’s MD, Vijay Magon, to discuss mobile capability, faster implementations and simpler support, as well as a new partnership with service provider Restore.

David Tyler: You’ve described your new software release as ‘a shift from customisation to configurability’ - what do you mean by that?

Vijay Magon: It is a genuinely ‘next generation’ EDMS: Version 4 has been completely re-architected from the ground up using Microsoft’s scalable ASP.NET MVC framework to offer clients a single product family, with the software configurable per installation based on business needs. We feel confident that this will facilitate faster implementations and easier support.

Historically, CCube Solutions’ strategy as a company was to develop and deploy highly customised versions of its software for each client. This was a great way to win new business - particularly in the NHS where requirements vary so much per organisation - but difficult to manage long term. That approach resulted in lots of different versions of the software being installed in the customer base, all of which had to be maintained. For a small software firm, this meant a large and growing overhead on technical support.

With Version 4, we’ve gone back to a single product family. Once a customer has purchased a licence from us, they get the full suite of software with all functionality made available which they can configure and turn on as they like. This enhances our ability to deliver solutions quickly based on a customer’s particular business requirements. It means we can be nimble and really responsive to them.

The availability of version 4 will also enable CCube Solutions to adopt an agile methodology when it comes to software design and development, with knowledge now shared more effectively among its software engineers.

DT: How would you summarise the key enhancements in Version 4?

VM: The new version of CCube Solutions’ EDMS software adds a wealth of key features, almost too many to list. We’ve introduced support for mobile apps and access to the EDMS through smartphones and tablets. V4 also offers enhanced content searching - allowing the extracting and searching of all the data from a document, not just the meta-data generated after scanning.

We’ve also removed the requirement for software to be installed on each client PC: Version 4 is a completely web-based application. This means, of course, that implementation is far faster and maintenance easier. The new version also has eForms ‘built in’ with customers just having to switch it on when required rather than engineers having to write it for them.

The new release also introduces standard APIs to make integration and interoperability between systems straightforward. This is particularly important in the NHS where EDMS solutions are typically integrated with EPR, PAS and other clinical systems. Because of this, the launch of version 4 has allowed CCube Solutions to be accredited by COMPTia for software development and to meet the Department of Health’s Information Governance Compliance policies and standards.

DT: The NHS has been a key market for you for some time now - will that focus continue?

VM: We believe that CCube Solutions has been a true innovator in helping the NHS grapple with paper medical records, and in shifting Trusts to working digitally so they are paper free at the point of care. Many of our customers have been pioneers in this
area: St Helens and Whiston Hospitals were the first to go paperless with patient records in 2010; Aintree Hospital was the first to use forms recognition, including OCR, to read medical paperwork as it is scanned to automate the process. Papworth Hospital was the first to introduce an e-referrals system to route paperwork around the trust using workflow, while Aneurin Bevan Health Board was the first to take children’s growth records data - which charts height, weight and head circumference - and make it available online so that GPs, nurses as well as hospital staff can log in and all input data. Version 4 will help us to continue to deliver proven document management solutions to the NHS and elsewhere.

DT: You’re also announcing a new alliance with Restore that targets the NHS - tell us more about this.

VM: We have recently formed a non-exclusive alliance with Restore to provide NHS Trusts and Clinical Commissioning Groups (CCGs) a joint solution comprising our EDMS and Restore’s secure high volume scanning services.

Both companies have a long history working with customers in the health service. Our EDMS software is now installed at 28 hospitals around the country, while Restore is working with over 40% of all NHS Trusts in the UK providing records management and scanning services.

The new alliance is symbiotic but non-exclusive, and means that CCube and Restore will target more NHS organisations facing the challenges of going paper free at the point of care. This of course is in the context of current Government initiatives that the health service should embrace technology to improve productivity, save money and enhance clinical diagnosis and care.

DT: Are you able to talk about any joint customers yet for this new alliance?

VM: The two firms are already collaborating on three NHS deals including a project with a hospital in Yorkshire - a contract worth almost £4 million to install a new EDMS solution Trust-wide and scan 175 million pages over a 3-year period. Documents are processed by Restore to meet strict SLAs, and then images are transmitted back to the hospital - integrated with CCube’s EDMS - using secure FTP over a dedicated N3 link.

DT: Is there a ‘one size fits all’ solution for NHS organisations, or is every client different?

VM: Clinicians today want fast, two or three click access to patient information, given consultations typically last 15 minutes. Our EDMS, eForms and workflow software is customisable and supports how the medical profession wants to work, rather than IT being foisted upon them. We use clever indexing and forms recognition technology to make it simple to find and not search for information.

Over the years, those Trusts that have transitioned from paper to digital patient records have adopted different strategies. Some, for example, have scanned their whole records libraries while others have adopted a scan-on-demand approach where only files required for specific clinics are processed and delivered. The method of doing this has varied, too. Many hospitals have set up in-house scanning bureaus with others outsourcing the work to specialists. What route should be taken will depend on the specific needs of the particular NHS organisation and their business case. A lot of Trusts will choose their EDMS first and then consider the scanning component.

What is certainly true is that scanning is a complex and industrial process often best left to professionals. That’s one of the reasons we are happy to be working so closely with Restore: they meet key accreditations required by the NHS including ISO 27001 and BS 10008 and are an approved supplier on various NHS procurement frameworks including NHS Shared Business Services, ESPO and Health Trust Europe. This makes it easier for individual NHS Trusts to purchase scanning services with confidence.

More info: www.ccubesolutions.com

More info: www.ccubesolutions.com
Paper and digital: in perfect harmony?

Truly great customer service needs to cover both paper-based and digital information, argues Tim Brosnihan of Canon Europe

Today's SMBs are nimble and disruptive within their industries because they take advantage of every resource possible - they use smartphones, tablets and cloud applications to work flexibly, remotely and most importantly, instantly. With 64% of SMBs in Europe already using cloud-based software, at three applications on average, tech-savvy business leaders are reaping the benefits of a variety of technologies.

This resourceful approach to working is especially important for responding to the demands of the modern customer. It's no longer enough to give customers great service and competitive prices - they want it quickly, efficiently and with high levels of product knowledge. If a business indicates that it is slow at responding, or has lengthy processes for simple tasks, customers are put off and are driven to competitors.

Nonetheless, physical documents are still very much present and so online and physical versions must be managed in a symbiotic system for SMBs to provide their clientele with the best possible customer experience.

For SMBs to fully harmonise their paper and digital documents, they must employ an 'instant' mind-set within their working culture and use the right technologies to carry out the process, not just smartphones.

A customer-facing business such as a financial services firm can enhance customer confidence and satisfaction by ensuring they have the right system set up on their front desks for quick processing of physical documents, and swift administrative processes. When a customer sees an employee handle their personal documents in a visible and prompt manner, trust and confidence is naturally boosted.

Customers want to provide and receive information in any way they prefer, and want service to still be fast. Providing both paper and digital as possible touch points, and then digitising everything as smoothly as possible, is key. In a variety of hospitality environments, this style of working can be invaluable. From speeding up the on-boarding processes for booking forms, registration forms, ID confirmation, contracts and more, to quick document retrieval too - if a customer calls up and wants to check a detail, the business can pull up the record digitally with a quick search, even if the form was submitted in paper form.

This fast-paced, digital exchange culture naturally means customers have placed increased value and importance on trust and security. By making sure the right document processes are in place, the risks of any security mistakes or breaches are significantly reduced. Habitually making a digital copy of a sensitive paper document and saving it in a secure location in the cloud means there is a full digital archive ready to be accessed as needed - whether it's for small enquiries or more serious audits.

For instance, a legal firm in the early stages of business has a reputation to build. By using the right hardware and solutions a process can be created where all confidential documents are captured and stored appropriately. The risk of losing client details, documents going to the wrong place or falling into the wrong hands is common today, but with such a routine, can actually be minimal. By securing those document processes, the customer relationship is secured too.

Above all, a budding SMB relies on developing strong customer relationships, so any and all customer contact methods need to be seamless and efficient. By using the best workflows and technologies, business leaders can make sure that any customer data captured is accessible across the business network by authorised employees. This way, if a customer has been sent the incorrect item or wants to track their enquiry, all efforts can be made to resolve the issue or query straightforward - speed is everything for modern customers.

By streamlining the relationship between physical and online documents, back office and front of house will always be on the same page and the customer will always come first - which will only result in satisfaction and ongoing loyalty.

More info: www.canon.co.uk
NOMINATIONS OPEN IN JUNE

www.dmawards.com

For more information
or to book a table please contact:

david.hammond@btc.co.uk
or call on 01689 616 000
Imagine this: as the sun rises on a brand-new Monday morning, you decide that you need a new smartphone. Perhaps one just like your co-worker in the next office over has. Or perhaps the new model that your competitor's boss has... You don't want to spend too much time in your decision, so you decide to make your mind up at the store, which has many different models to choose from. Were you paralysed by choice the moment you walked in the door? No problem - a sales consultant will be with you momentarily. In his hands he has the shiny new model with a 5.5-inch screen. Should you buy it or not? Should you go home and give it another thought? Should you call your secretary for advice?

I once found myself in a similar situation, except that I wasn't selecting a phone or computer - I was selecting a document management system (DMS). I still remember the feeling when I entered ‘document and process management system’ into Google and got almost half a million different answers. Should you buy it or not? Should you go home and give it another thought? Should you call your secretary for advice?

I once found myself in a similar situation, except that I wasn't selecting a phone or computer - I was selecting a document management system (DMS). I still remember the feeling when I entered 'document and process management system' into Google and got almost half a million different answers. To be honest, a mild panic overwhelmed me. What should I do? How do I keep from getting lost in a sea of information?

The solution was simple: I turned the computer off and returned to the manufacturing company I represented. It's best to start your choice with what you know best. In this case, that would be the specific needs of each individual manufacturing company. They will show you the direction you should take in the search for a DMS.

**NEEDS MUST**

How many times have you heard that the need for a DMS must arise from within a company? I've heard this too many times to count. As soon as I began my search, I understood just how important this rule is and how much must be considered to identify a company's needs. In the end, the Triple D Bending pipe-bending company's primary need was to control chaotic processes. Only then can a DMS be used to automate and optimise those processes.

There was another thing I couldn't forget: external needs. In a manufacturing company, these are no less important than internal needs. After all, you don't want to lose the opportunity to participate in tenders due to a lack of certificates or measures that would help your documents meet their standards.

When analysing the company's internal and external needs, I began to think about how much the company would be able to invest in DMS technologies. What sort of benefits and results did I want to achieve? This helped narrow down the scope of the search and remove options that were too expensive.

**WHO'S UP?**

Though my colleagues did help me identify the company's needs, they actually made the selection process much harder. There was a simple rule: the more opinions there are, the harder things get. I noticed that it is best to have a single person (or to become that person) who can see the company's needs, understand DMS operating principles, and the opportunities for applying them in a company. They should see the big picture: the entire business' vision and the direction in which the company's market and technologies are developing. Of course, you could always invite a DMS company representative over, also known as an evangelist, but you will still need somebody for them to talk to.

If your company doesn't have such a person, a professional consultant would help. This is especially important for manufacturing companies, which need unique solutions.
"IN MY OPINION, CLIENT STORIES AND FEEDBACK ABOUT A PRODUCT ARE ESPECIALLY IMPORTANT. I DIDN’T JUST LOOK FOR FEEDBACK ON THE OFFICIAL PAGE - I SEARCHED SOCIAL NETWORKS AS WELL. WHAT WAS THE GENERAL IMPRESSION? WHAT WAS THE RATIO BETWEEN POSITIVE AND NEGATIVE FEEDBACK? ARE THERE ANY SUCCESS STORIES PUBLISHED IN THE MEDIA OR ONLINE?"

FUNCTIONALITY, FUNCTIONALITY…
When selecting a DMS, I planned several steps ahead, because changing the DMS for a company is much more expensive than hiring a consultant to perform a market analysis and install a DMS that fits your needs. Therefore, I returned to Google and performed an analysis of DMS functionality. Perhaps a manufacturing company could make do with a cloud-supported solution - or would I like to create my own solutions?
In the end, after analysing the available information, I decided that our company’s needs would best be met by an option that allowed for process automation (which would be needed when adapting the DMS to the company’s specific needs). The DMS itself had to be flexible and simple so that it could be controlled by a moderately skilled user. This knowledge made the selection process much easier and reduced the number of options by half.

THE STRAIGHT STORY
Every website presenting a DMS is like a separate world. How can you keep from getting lost? First, I paid attention to things like information available about the DMS, what solutions the company had implemented, and what system characteristics were emphasised. In my opinion, client stories and feedback about a product are especially important. I didn’t just look for feedback on the official page - I searched social networks as well. What was the general impression? What was the ratio between positive and negative feedback? Are there any success stories published in the media or online? For example, I learned about the DocLogix document and process management system when I read about how they had won the European IT Excellence award.

MEETING THE MAKERS
By now, I had selected five potential document management systems. What’s next? I started to read the information on their websites more carefully. I carefully reviewed their demonstration videos and read experts’ suggestions and comments. I also looked for specific examples of how this DMS had been applied. This let me make conclusions about the system’s flexibility and the applicability and originality of its solutions. In this stage, the number of systems that fit my needs grew even smaller. When I discovered something that truly interested me, I invited the company’s consultants for an individual presentation. Now, all I had to do was speak with the company’s representatives and listen attentively to what they said - while keeping their motivations in mind. I gave them specific questions and requested real-world examples of solutions and implemented promises. I also met DMS creators who simply presented the best option they had without asking anything. I did not select them, instead continuing my search among the other better options.

HOW TO QUANTIFY SUCCESS?
Eventually, I found the best DMS that met my manufacturing company’s needs and requirements. I closed the store’s doors and started to study how to make the DMS work to my benefit. After a year of work with the DocLogix DMS, we have unique solutions that have met Triple D Bending’s needs (from efficient assembly management to equipment technical maintenance that meets our standards).
Based on my experience, I can tell you that selecting a document and process management system will open a wide array of new opportunities for your company. Take advantage of them!
More info: www.doclogix.com
Getting scanning 'right first time'

Visioneer, probably best known in the UK as 'the company behind the Xerox Scanners range, is stepping forward to take some limelight for itself with a new range of desktop scanners. DM Editor David Tyler spoke to Visioneer Senior VP of Global Sales and Marketing, Jim Tamo.

David Tyler: What is behind the increased focus on the Visioneer brand that we're starting to see here in Europe?

Jim Tamo: We've been selling scanners in Europe under the Xerox brand for many years: while everyone knows the Xerox global brand, the Xerox DocuMate scanner name - and the value we offer, especially in terms of our software bundle - was perhaps not so well known.

We feel it's important to focus on the Visioneer brand in its own right as a separate offering. Obviously Xerox scanners have been bundled for a long time with Visioneer branded software out of the box, including Acuity, that replaces Kofax VRS, and our DriverPlus technology, which is the TWAIN driver. These of course are Visioneer innovations, Visioneer technologies.

We are keen now for our audience - your readers - to know more about Visioneer as 'the people behind the DocuMate brand'. We have always been a company that works very closely with its customers, and we understand the challenges that they are facing today, no matter what industry they are in.

Everyone has to do more with less these days in terms of tighter budgets as well as limited time - from an individual filing his taxes right up to an enterprise.

Businesses are more mobile than ever, of course, and at the same time they are having to deal with a new wave of employees coming into the world of work - staff who are coming into a role with high expectations of being able to access all the information they need for the job immediately and easily. It wouldn't make sense to these employees to find themselves working in a 'disconnected' environment.

Visioneer focuses on taking disparate information - i.e. in paper form - and helping customers digitise it. Our staff are second to none: we employ some of the most highly skilled technicians and engineers out there. Our deep history in the industry puts us in a very good position to help users keep up with these challenges.

DT: You mention your history: can you tell us a bit more about where Visioneer has come from?

JT: Visioneer started out in 1992 as the inventors of PaperPort software, and our expertise developed originally in that desktop management area, primarily for consumer use. In 2005 our business model changed as we were moving into the B2B arena - at that time we were already a couple of years into our licensing agreement with Xerox. With the
acquisition of JFL Peripherals in that year we began a period of innovation that continues today, built on our focused expertise in TWAIN, which has become almost Visioneer’s hallmark: ‘everything TWAIN’. This extends through TWAIN-connected applications, image processing built right into the TWAIN driver, all to provide our customers with the best possible scanning experience. When money is tight and time is short, things like eliminating the need for re-scans can be very important for users. Visioneer helps our customers get it right the first time.

Our CTO Jon Harju was recently elected chair of the TWAIN Working Group - an appointment that speaks to Visioneer’s investment in the area. TWAIN itself is going through lots of changes, and we’re now in a great position to ensure we keep innovating along the right path with the right solutions.

DT: This new awareness campaign of the Visioneer name coincides with a new scanner offering - what can you tell us about it?

JT: We’ve literally just launched our new Patriot branded desktop device in Europe: the Patriot D40 is a 40 page-per-minute scanner - at 300 dpi. At 200 dpi it will run at 60ppm. To be launching a desktop scanner here under the Visioneer brand is a new approach for us, again reflecting this shift in our strategy. Visioneer has some very well known branded products such as the RoadWarrior and Strobe ranges, but customers in Europe won’t be familiar with the Patriot name. It was originally launched stateside ten years ago with US federal standards in mind, to meet compliance requirements there. Now the Patriot is available in ten language variants including Turkish, Russian, Korean, Chinese - and English of course - to serve a truly global audience. The desktop range in the form of the Patriot is a key part of our global strategy in terms of product development. We think that our customers and VAR community will be very excited about this development. We have a new partner programme as well, and the Patriot will be eligible for that programme.

DT: How has the channel reacted, to the new desktop range in particular?

JT: We expect the partner community to be impressed with the high value bundle that comes with our products, the expertly designed TWAIN drivers, but also simply because of the strength of the Visioneer brand.

For ISVs or resellers the brand is often very important to the sale for reasons that might not be immediately obvious: a RICOH or Kyocera reseller might not have scanners available to sell, and they might not really want to sell a Canon scanner, for instance. In that situation Visioneer looks very interesting, because they don’t have competing products in the copier/print field.

We take customer service very seriously, and we believe we provide a unique and strong value proposition to help resellers solve their customers’ pain. We work with two very well known distributors (Midwich and TechData) who carry both the Visioneer and Xerox Scanners brands - and there may well be interest from some in the partner community who will be keen to pick up the Visioneer brand who may not do business with Xerox. We have seen significant success in this area already in the US, and we want to be able to repeat that in other areas worldwide. The fact that we are a ‘scanner only’ company - with significant engineering expertise and professional services as well as our TWAIN strengths - means we can offer service and support though the lifecycle of their scanning needs.

More info: www.visioneer.com
Emerging from the Information Chaos

It has become a major challenge to design document and content management processes that can withstand the huge demands of a constantly shifting information landscape - but standing still is not an option either. Fortunately, says Rich Tribe of Revolution Events, help is at hand at the forthcoming AIIM Forum UK on 22nd June in London.

We are living through an era of extreme information disruption, brought about by three simultaneous factors:

1. IT consumerisation is transforming user expectations of their business applications and how these are delivered.
2. Cloud, mobile and pervasive networks are facilitating anytime / anywhere access and redefining customer and employee interactions.
3. The Internet of Things is starting to generate massive amounts of new data and information, which will increase exponentially over the next decade.

These forces have been playing havoc with traditional information systems and existing protocols over recent years, putting more and more power into the hands of individual users and moving it away from centralised control.

The need for robust and consistent information processes has never been greater - but the world is now all about skills to configure and connect, rather than build and develop. So what exactly is the role of the Information Profession amidst all of this chaos?

In the opening keynote at this year’s AIIM Forum UK (“Crawling from the Chaos: The Future of the Information Profession”), industry visionary and outgoing AIIM President John Mancini examines this key question and proposes a clear way forward. John will argue that Information Professionals now need to become the ‘adult supervision’ required to formulate and implement effective information strategies, overseeing information governance and acting as a vital bridge between people, processes and technology.

Indeed, these key ‘bridging’ skills appear to be much-needed in light of recent findings from AIIM’s ongoing research programme.

MIND THE ALIGNMENT GAP

AIIM’s newest report, “Information Management: State of the Industry 2016” highlights the fact that the number of large organisations citing risk and compliance as the largest driver for Information Management (IM) has risen dramatically in the past year, from 38% to 59%. Nearly half (44%) of medium-sized organisations also cite this as the biggest driver, although smaller organisations say cost savings and productivity improvements are more significant drivers for IM.

However, the report also reveals a significant alignment gap between IM/Enterprise Content Management (ECM) systems and organisational Information Governance (IG). Fewer than one in five organisations align their IM/ECM system strategies with agreed Governance policies, while 15% have IG policies but do not use these to drive IM decisions - and 29% have no IG policies whatsoever.

“Organisations are rightly concerned about corporate risk but are not aligning their systems so that they can comply,” said Bob Larrivee, Chief Analyst at AIIM. “Many existing systems are not fit for purpose in the social, mobile and cloud age, but before embarking on upgrades and replacements, organisations need to address the lack of information governance policy as a priority - this has to be the first step in minimising risk.”

Despite growing concerns over risk, half of the organisations surveyed by AIIM admitted they would struggle to defend deletions in court, particularly with cloud file-shares and business social, but also SharePoint and email too. Even where organisations have IG policies, half are not auditing compliance and 15% admit they are mostly ignored.

Content overload threatens around one-quarter (24%) of respondents who have no mechanism to limit stored content volumes,
Enable your organisation to survive and thrive in this era of information chaos. Now is the time to review how your information processes and systems can be better leveraged to support and accelerate your business objectives for the next five years.

This year’s AIIM Forum UK will identify and explain the most significant trends and innovations to help improve your information management strategy, with expert advice from John Mancini and a hosted end user panel from AIIM (The Global Community of Information Professionals). Complimentary tea, coffee and lunch is also included.

Learn how effective information systems can help you to:

- Integrate communications across multiple channels
- Improve frontline service and customer loyalty
- Reduce process costs without sacrificing quality
- Minimise legal & financial risk
- Exploit mobile, cloud & social technologies
- Gain competitive advantage
- Build sustainable growth

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and while 47% have an IG policy that defines retention periods, more than half (51%) rely on manual deletion versus 25% who have automated deletion. And just 7% are using analytics tools for data clean up.

"The findings reveal that the Information Management industry is in a state of flux and many organisations are adopting a ‘bury your head in the sand’ strategy,” continued Larrivee. “Most organisations know that they need to manage their content and information much better than they are, and are also aware of their shortcomings should they ever be required to go to court. Yet they are still not doing enough to address this, and it feels like it may take a huge compliance case to shake organisations into action.”

Other key findings in the report include:

- 87% of respondents are concerned about cloud chaos and 75% agree that email management is still the ‘elephant in the room’ with Information Management.
- 63% of organisations use SharePoint as a main, secondary or legacy ECM/DM/RM system, including 27% using the online version.
- Only 22% have mobile access to ECM/RM content, while 21% have mobile capture and 20% have mobile content creation and commenting.
- 79% percent feel that they still have plenty of scope for extending and enhancing their ECM/BPM/RM systems.

The research for ‘Information Management: State of the Industry 2016’ was underwritten in part by Iron Mountain, Kofax, Nitro, OpenText, Onbase, Precision Content and Systemware.

FIND THE ANSWERS AT THE AIIM FORUM UK
The AIIM Forum is designed to provide businesses with the advice, best practice and thought leadership to help them tackle the ever-evolving information landscape and address many of the issues highlighted by AIIM’s recent report. A full day of keynotes, workshops and panel discussions cover everything from information governance, privacy matters and EU data protection legislation to intelligent capture, digital mailrooms and SharePoint deployment.

By showcasing new innovations in the co-located exhibition area, the event also helps delegates to understand the IM technologies that are becoming essential to improving compliance, increasing collaboration and building sustainable growth - including specialist solutions from IBM, EDM, ibml, Capita, Search Technologies, Automated Intelligence, Ccube Solutions, Restore Document Management, Crown Records Management, Deltascheme, Repstor and many more of the industry’s leading service providers.

AIIM Forum UK 2016 takes place on Wednesday 22nd June, at Ibis London Earl’s Court (ILEC), 47 Lillie Road, London SW6 1UD. Entry is free of charge for all business executives working in information, finance, compliance and IT management.

More info: www.aiimforum.co.uk

ABOUT KEYNOTE SPEAKER JOHN MANCINI

John Mancini is an author, speaker, and respected founder of the AIIM global community of information professionals. He believes that in the next five years, a wave of digital transformation will sweep through businesses and organisations, creating a fundamental choice between Information Opportunity and Information Chaos.

As a highly regarded industry commentator and frequent keynote speaker, John offers his expertise around the world, exploring Digital Transformation and the struggle to overcome Information Chaos. He blogs under the title Digital Landfill, has almost 10,000 Twitter followers and a Klout score in the 60s. He has published seven e-book titles including ‘Information Chaos v. Information Opportunity: The Business Challenge for the Next Decade’, ‘#OccupyIT - A Technology Manifesto for Cloud, Mobile and Social Era’ and the popular ‘8 Things You Need to Know About’ e-book series.

Mancini’s Law:
1. Organisations are systems of information networks. They only operate effectively when there are clear and predictable information flows within and between these networks.
2. 50% annual growth in the volume of digital information means that these networks - and especially the points of connection between them - will become increasingly unstable.
3. Without intervention, the resulting #infochaos will threaten the viability of the entire system.
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