

Why you should be looking into ECM in 2010

EXPRESS DIGITAL SOLUTIONS, January 2010





Some Recent Findings*

The **Average** American Company:

- **Creates** 19 copies of every document and spends \$20 to file each one.
- **Loses** 1 out of 20 documents and spends \$250 to recreate.
- **Consumes** \$120 searching for every misfiled document.
- For every \$1 spent creating a document, they spend \$18 **managing** it.
- DM costs can be **3% - 12% of Annual Revenues**.

- **90% of companies do not know what they currently spend on DM costs!**



*Independent National studies by IBM, Coopers, GSA, ARMA International & Information Week





Imagine you could..

- Have **instant secure access** to all documents in your organization, from anywhere.
- Ensure **security and privacy** of all your business data.
- Improve **efficiency** & productivity.
- Enable **information sharing**, file tracking and version control.
- **Reduce operating costs.**
- **Never lose** or misplace a document again.
- **Protect** your files from theft, fire or water damage.
- **Reclaim** 9 sq.ft. of office space for every 4 drawer filing cabinet you eliminate, and use the space more productively.
- **Be compliant** with current legislation and laws.



You can do all of the above. Call Express Digital today for a no obligation quote!





What is ECM?

Enterprise Content Management

- Enterprise = across your organization
- Content = your business data

“ECM is defined as the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.” - The Enterprise Content Management Association

Other industry terms for ECM

- ECM – Electronic Content Management
- DMS – Document Management System
- DAM – Digital Asset Management



Express Digital ECM specialists.





What is content?

Structured Content

- Business Data that can be stored in a Database
- Index Data
 - Name, Phone Number, Address, SSN etc.

Unstructured Content

- Imaged Documents – TIFF / PDF etc
- MS Office Docs, Legal Docs, Contracts
- Emails, Voicemails, Medical Records
- Images, Plans, Schematics



The Average company's business data assets are 80-90% unstructured





What to look for in an ECM system

- Scalable
- Extensible
- Use from *any location*
- Non-proprietary hardware & software
- Easy to learn and use
- Simple to implement and upgrade
- Compliant with legislation
- Fast Return on Investment



Want to see a tool that meets and exceeds all these requirements? Call Express Digital to schedule a demo.





Justification of costs

- Is ECM **right** for your company **right now**?
- Do you **measure** your current DM costs?
- How do you **quantify** current DM costs?
- How do your current costs **compare** to an ECM system?
- What **assumptions** can we make about your environment?
- Is this an incremental **expense or saving**?
- Are there any other **hard cost** savings?
- Are there any other **soft cost** savings?
- How soon will you see **ROI**?



Need help understanding how to quantify your current DM costs? We would be glad to help.



ROI Case Study - Assumptions

Burden Labor Rate

- Office Administrator

– Wages	\$10 /hr
– FICA & Benefits (40%)	\$4 /hr
– Burden Labor Rate	\$14 /hr*

- Cost per Minute

– \$14 /hr / 60mins =	\$0.23 /min
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- Annual Wages Fully Burdened

– Work hours per year	2080 Hours
– \$14 /hr x 2080 Hours =	\$29,120



*The Median in Maricopa County is \$21.20 /hr



ROI Case Study – Time Study*

Task: Find > Copy > Fax / Mail 8 page report

Paper-Based Process

- Find File 5 min
- Copy File 3 min
- Fax / Mail File 7 min
- Re-File 5 min
- TOTAL 20 min**

ECM Process

- Find File 0.5 min
- Copy File none
- Fax / Email File 2 min
- Re-File none
- TOTAL 2.5 min**

Result: ECM Process saves 17.5 min per transaction



*Based on IBM, Coopers, GSA Study



\$ ROI Case Study – Savings

Cost of legacy process

Cost for single transaction

- Clerk = \$14 /hr
- Per transaction = \$4.60
(20 min x \$0.23)

20 transactions per day

- \$92 /day
- \$1,932 /month
- \$23,184 /year

Cost of ECM process

Cost for single transaction

- Clerk = \$14 /hr
- Per transaction = \$0.58
(2.5 min x \$0.23)

20 transactions per day

- \$11.60 /day
- \$243.60 /month
- \$2,923.20 /year

Result: ECM saves \$20,260.80 per employee per year.



Want to see a study like this utilizing your own numbers? Call Express Digital today.





Additional Hard Savings

- Reduced copier costs (depreciation, maintenance, supplies)
 - 65% eliminated
- Reduced fax costs
 - 85% eliminated
- Reduced Fedex costs
 - 60% eliminated
- Reduced Document Storage costs (on site and off site)
 - 90% eliminated



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Additional Soft Savings

- Improved internal & external **customer response** time
- Improved document **security** with audit trail
- Document version **tracking**
- Multiple users can **collaborate** on a single document
- Process **more work** with the same staff
- OR process the same work with **less staff**

The Result: A more competitive business and cost structure



Don't delay. Your competitors are looking for ways to cut their costs and increase productivity too!





Thank you!

Thank you for taking the time to view this presentation. Please call us if you would like to discuss your Document Management needs.

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