IntelliChief White Paper Series

Goodbye Paper
Hello Freedom
IntelliChief White Paper Series

Going Paperless: ROI Benefits Using Paperless Process Management
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In today’s uncertain economy, companies are looking for ways to make their organization run more efficiently, become more competitive by saving money, and provide employees with tools to make them as productive as possible.

Information is the heartbeat of an organization. Businesses need to manage and distribute information related to all of their department’s business processes (the list is long, and includes Accounting, Customer Service, Human Resources, Legal, Operations...), and may need to be compliant with Sarbanes Oxley or HIPAA. If circulation and management of this information slows down, or becomes ineffective, progress gets stalled, and business concerns start to surface.

Considering Going Paperless

Companies’ tight budgets and demanding economic environments are causing companies pay attention to technology costs and focus on return-on-investment. One major cost area in companies getting scrutinized is paper-based business systems.

Traditional paper-based methods for creating and delivering documents are fraught with huge costs, chronic inefficiency and errors, and offer little flexibility. Some of these large costs include: paper and paper-related expenses, storage, labor, capital expenses, employee productivity, and business processes.

Many companies keep old paper-based systems for two reasons:

• They don’t know how much they’re really spending, and
• They fear negative ROI from implementing a new solution.

Paper-intensive companies need to find alternatives to these methods, reduce paper use, and all related paper costs that decrease their profits.

Start by Reviewing Current Expenses

Changing a company from paperless to electronic can seem like it’s going to be an overwhelming expense. Eliminating paper and moving to electronic files can seem like a daunting task.

Calculating an ROI financial analysis requires careful study of current physical costs (paper, toner, paper storage, postage, shipping, envelopes) and labor costs (retrieving, handling, and filing paper copies).

Forrester Research references the ROI of imaging, suggesting companies follow these steps before converting to a paperless process management system:

• Create a formal needs assessment
• Establish specific goals to be addressed
• Know your costs
• Evaluate solutions
• Build a business case with clear ROI.

When companies go through the exploratory process, they begin to discover the excessive costs related to paper, and inefficient processes. They can now consider adopting a paperless process management strategy document to achieve long-term cost savings and better efficiency.
Why Invest in Paperless Process Management

The Gartner Group recognizes the components of paperless process management as top technology priorities for businesses.

The purpose of this white paper is to demonstrate how companies realize cost savings. A paperless process management system makes it possible to lower the high costs of paper and paper-related products, reduce manual processing of documents, improve business processes, enable businesses to scale their operations, and improve general efficiency in their organization.

Cost reduction from eliminating paper and storage for documents, a cut-back in operating expenses (daily time savings, eliminated rework, time lost looking for misplaced documents) are some of the benefits businesses achieve immediately.

A new paperless system can be added in stages, with a series of projects that do not require converting all paper documents and business processes at the same time. New processes can be added over time, as a business grows.

ROI Savings with Document Management

Cost justification savings typically fall into two primary categories.

Hard Dollar Savings

The first category is the hard dollar savings or increased revenue in the operating budget. Hard dollar savings are usually the result of having tangible and identifiable reductions in expenses. These savings include:

Lower Business Operating Costs

Paperless process management drives down business costs by:

• Substituting electronic repositories for filing cabinets to eliminate long-term storage space
• Using workflow automation to easily manage high volumes of orders, receiving documents, and invoices
• Scanning, classifying, recognizing, validating, verifying and exporting data/images quickly, accurately, cost effectively
• Providing built-in tools to help avoid late payment penalties, and capture higher percentages of discounts
• Reducing mailing, postage and shipping costs associated with document delivery, to and from customers or vendors
• Cutting labor expenses - slashing time for printing, copying, filing, and document research using unsearchable paper
• Lowering equipment expenses by reducing the need for printers and fax machines, and added maintenance cost

Better Utilization of Personnel

A paperless process management system can reduce staff requirements. Productivity of employees increases because they no longer have to make copies of documents, or look for lost or misplaced files.

Accounting personnel no longer have to send documents to supervisors to approve expenses and purchase orders. Using automated workflow routing of documents eliminates management time and expenses to manually move documents from one department to the next. They can complete tasks right from their desktop.

Increased Cash Flow

A paperless process management solution automatically prompt users to take advantage of vendor discounts, and to invoice earlier, faster and more efficiently.
Soft Dollar Savings

The second type of cost justification revolves around soft dollar, or intangible savings. Benefits are realized, but they may not easily translate as cost reductions.

Increased market share, higher employee retention, and the ability to bring products to market faster are examples of strategic benefits that tend to get ignored in hard-dollar ROI discussions.

Other soft dollar savings include:

Better Customer Service

Immediate access to automated documentation encourages better customer service. Companies that go paperless show improvement in overall customer satisfaction with products and services. Employees have fast access to information to meet customer requests in shorter timeframes.

“Green” Improvements

Environmental savings are realized by bringing a company paperless. According to the Environmental Paper Network, “If the United States cut its office paper use by roughly 10 percent, or 540,000 tons, greenhouse gases would fall by 1.6 million tons. This is the equivalent of taking 280,000 cars off the road for a year.”

Eliminating printing of multiple documents alone can dramatically cut carbon and energy costs. Lighting, heating, and cooling costs for print equipment are also significantly reduced.

Lower Spending with Paper Process Management

Paper

Paper and its related expenses is one of the biggest spending items for a company. Paperless process management greatly decreases costs due to printing, faxing, storing, and the amount of paper needed for all business transactions.

Storage

Storage is an expense many companies incur for keeping paper documents. If a manual system requires keeping paper documents (especially accounting records for many years), large sums are expended to store them, and more for retrieving those stored documents when needed.

Paperless process management does away with this storage; all documents are stored within an enterprise resource planning-integrated (ERP) system with everything easily available.

Employees

Labor is one of the largest expenses in most companies. Making copies, manually routing documents and hunting for lost paper items, is time-consuming, inefficient, and requires repetitive steps. Paperless process management reduce those tasks to a minimum. Employees can use electronic tools to search for information, and complete customer service tasks with ease. Documents move through an electronic workflow system so employees make decisions quickly. Losing information is no longer a costly problem.

Employees can collaborate to resolve problems and issues directly from their PC or mobile devices, in any location, working together at the same time for speedy resolution.
Customers

With a manual system, companies need to keep constant track of purchase orders, requisitions, orders, and invoices. It's time consuming, and important items often fall through the cracks. Paperless process management improves customer relations because it shortens the time to find information, produces invoices faster, and keeps employees updated for faster turnaround with vendors and customers. It frees up employees to go where they are needed, not continuously handling paper to get business done.

Paperless process management has options to choose the way customers and vendors receive Purchase Orders, Requisitions, and Orders, -- whether it is fax, postal mail, email, or Web.

Accounts Payable

With paperless process management, any authorized employee can gain immediate access to all Accounts Payable documents - purchase orders, acknowledgments, receiving documents, invoices, and checks.

A major advantage of using paperless process management is avoiding lost or missing documents, and the costs incurred with a lost document, costing an average of $500 per document to replace. Other major savings by going paperless with accounts payable documents include lower costs for printing, postage, faxing, special delivery, and storage.

Electronically managing the Accounts Payable process brings these gains:
- Saving money by taking better advantage of vendor discounts
- Saving money by using less equipment, furniture and supplies
- Saving money and time with immediate access to all Accounts Payable documents
- Saving time with faster research, better organization, cross filing and matching documents
- Saving time for employees because of higher accuracy, avoiding manual keying errors, and
- Utilizing Optical Character Recognition (OCR) for quick, accurate search and retrieval of electronic documents.

Compliance and Security

Regulatory compliance for Sarbanes-Oxley and HIPAA requires strong security, and specific legal mandates for companies. They have to consider external government regulations and internal security policies as a critical part of doing business. With paperless process management, time limits for retaining documents are easily established. When documents are no longer needed, they can easily be purged according to strict time controls to limit any liability issues.

A paperless process management system manages security against unauthorized access, and accidental or deliberate loss of records. Documents are automatically stored according to company-designed rules and regulations.

Disaster Recovery

The Gartner Group concludes that two out of five organizations that experience a disaster go out of business within five years. The principle reason: loss of documentation critical to a businesses' daily function. A paperless process management solution has built-in backup and recovery capabilities in the event of a disaster.

All business processes can be integrated into a Disaster Recovery Plan with paperless process management. Any and all documents can be retrieved as needed from any location.
Valuable Benefits

Document Management implementations can produce a number of significant benefits for improved productivity and efficiency.

Improved Processes

Slow processes increase business costs because employees use valuable time to locate and manually process requests. Paperless process management streamlines transaction research, discrepancy resolution, and generates shorter response times for requests from vendors and customers. Employees use less time to retrieve electronic documents to expedite problems and issues.

Paperless process management makes it easy to:

- Accelerate and manage the approval process, using imaged documents or invoices
- Streamline processes to enable business expansion
- Implement electronic process management to gain control of Sales processing and Accounts Payable activities
- Provide quick, easy access to all electronic documents for viewing, faxing, emailing and printing (if needed...), directly from a PC or mobile device
- Track documents so that business processes don’t have to be repeated.

Improved Workflow

Gaining electronic approvals from supervisors offers faster turn-around for orders, requisitions and payment of checks. Paperless process management has the added benefit of users being able to make electronic notations throughout the approval process.

Business rules can be applied to ensure workflow rules are followed so documents are automatically routed, without any manual intervention. There is no waiting for documents to be hand-carried or sent via email. Supervisors and managers view documents right from their Internet-enabled device, and can sign off on them immediately.

Quicker Resolution

By providing immediate access to problem orders or invoices, employees can easily resolve issues as they arise.

- Information related to problem resolution can be captured at point of resolution and kept permanently on the image.
- All authorized users can resolve problems from any location where the paperless process management application is available.

Shorter Audits

Typically, auditors give companies a list of invoice numbers to review before going through the audit process. Paperless process management allows easy access to viewing, and enables quick sharing of imaged documents, both internally and externally, especially in the case of compliance-related audits. The cost for producing audit information is lowered considerably. Employees can simply email audit information, without needing to retrieve and process paper documents.

Scaled Down Paper Shuffle

According to Paystream Advisors, 51% of companies are unnecessarily bogged by manual data entry and inefficient processes.

Companies can eliminate costs and wasted efforts associated with photocopies and filing throughout the organization. Manual retrieval and distribution of documents are lowered considerably.

Paperless process management helps to eliminate employees’ time for retrieval of paper documents, provide authorized access for employees to view or email document images from any location, reduce or remove the need for multiple copies of documents, and potential loss or misfiling of those documents.
Enhanced Visibility and Control

Deploying a paperless solution translates into giving a company immediate access to all parts of the system. No documentation is hidden, and no information requires a manual search. Workflow, as part of a paperless system, underscores easy retrieval for finding, approving and sending documents to the right people.

Companies who adopt paperless process management reap process improvements with the ability to store all their business intelligence data. They can shorten the time for completing business activities, from creation of all records, to approval and management of the documents, giving them the type of control that’s required.

What to Look For in a Paperless Process Management Provider

Understanding the costs and return on investment involved in a paperless process management solution are important before deciding on a software vendor. It’s important to consider the following factors when choosing a provider:

- Integrates with the existing ERP system, and business processes

Finding a paperless process management system that is engineered to unite with the existing ERP system is a huge benefit. Once a system is put into place, paperless process management needs to be a seamless fit, ensuring that current systems function as effectively as they did before it was installed. Having documents stored in a centralized repository, results in merging business processes and computer applications so that a complete set of information is available.

- Increases productivity of employees

When choosing a paperless process management system, it’s important to assess how much employees will be freed from unnecessary work to give them needed time to be productive in other areas.

- Supports compliance with HIPAA and Sarbanes-Oxley

Companies need to take into account external government regulations and internal security policies as a critical part of doing business in their marketplace, so all documentation can be accessed in response to compliance audits and requests.

Health care providers have to consider how to create high levels of security for HIPAA, and place physical safeguards (such as access to certain users) and/or technical safeguards (password-protected files) in place.

For Sarbanes-Oxley compliance, paperless process management systems need to store company information in a centralized location. Find a solution where documents are easily tracked through the entire process lifecycle for responses to regulatory audits.

- Offers browser-based interface

A paperless process management system should give employees the ability to access the system from any location, using a browser interface.

- Provides solid experience and market knowledge

It’s crucial to work with a company that understands the business goals and technology needs. Paperless process management solutions work well when the vendor has worked with many types of organizations. A vendor who has a solid track record, significant experience, and who shares their large knowledge base ensures success.
• Gives in-depth technical support

Look for a company that has extensive support, and will partner to provide fast and easy solutions to problems. They should offer traditional support offerings as well as remote services, to meet all needs. They should offer quick resolution of any issues.

Why IntelliChief Is the Product of Choice

IntelliChief’s paperless process management solution helps meet the ROI requirements discussed in this white paper. Users can create, capture, manage, archive, retrieve and distribute mission-critical documents directly from their PC’s, eliminating the need for storage facilities, fax machines, copiers and paper files.

IntelliChief takes companies of all sizes paperless with a typical ROI of less than one year.

Enhances Business Processes

IntelliChief’s paperless process management methodology is easily integrated with existing computer systems and business processes. IntelliChief uses its workflow functionality to focus on business process improvements, resulting in smarter, more powerful results for users. It is easily incorporated into existing business applications, without any customization.

Some other benefits IntelliChief offers are:

Integrates Well with Any Enterprise Resource Planning and Other Business Applications

IntelliChief integrates with any enterprise resource planning (ERP) system, providing users with document retrieval directly from the ERP application, and access to the application data itself. It enables auto-indexing, and the ability to initiate the workflow process.

Helps Employee Manage Problem Resolution

A documented, electronic version of business processes expedites approvals, automating sending and receiving of files for reviews, along with other related operations. IntelliChief enters all documents in electronic format for easy retrieval and resolution so employees can serve customers quickly.

IntelliChief creates a faster process by electronically routing information to the right person to approve, then route to customers or vendors. The workflow engine helps gain better visibility to the entire business process by notifying employees where certain documents are in the business process. It lets authorized users focus on the task at hand without worrying about following up on requests, or hunting for lost transactions.

Complies with Industry Regulations

The electronic trail available for authorized users guarantees compliance with industry regulations. You’ll be able to meet specific deadlines to avoid penalties. IntelliChief is designed for highly flexible document retention rules. These rules help provide detailed audit trails and security against unauthorized access and loss of records.

Offers Web-Based Access from Any Location

IntelliChief offers full functionality through a Web browser. It is available to all authorized users from any Internet-accessible location where there is Internet access. IntelliChief is accessible directly from a green screen, a GUI, or Windows-based dashboard.

Brings a Wealth of Knowledge and In-Depth Technical Support

IntelliChief has helped hundreds of clients across all industries solve their paper problems and business process challenges. They have long-standing expertise, and are industry experts who offer support for all types and sizes of businesses to meet specific support requirements.
Support includes highly trained personnel, offering both on-site and live remote assistance to respond quickly to problems for complete resolution.

The IntelliChief Suite Features

IntelliChief Document Management

As documents are electronically captured into IntelliChief, they are handled by the product’s unique document processing engine to identify the type of document being captured and the next action to be taken. Unlike the typical document management software that promises a simple elimination of paper, IntelliChief is built upon the premise of eliminating paper in a way that doesn’t interfere with operations or alienate users. Integration with lines of business application, and is easy to use. IntelliChief is all of these things, and it leverages a company’s current technology infrastructure to improve the way it does business.

IntelliChief Workflow

IntelliChief’s workflow engine can apply the policies and procedures currently used to the newly created electronic documents, allowing for an easy transition to paperless. It’s a documented, electronic version of business processes expedites approvals, automating sending and receiving of files for reviews, along with other related operations. The workflow engine helps gain better visibility to business processes by notifying users exactly where documents are in the approval cycle.

Electronic Forms (IBM System i-Based ERPs)

Business documents define, structure and regulate the foundational efficiency of all enterprises. Unfortunately, the traditional paper-based methodology for creating and delivering documents is fraught with huge costs, chronic inefficiency and errors, and offers little flexibility. Many companies are reluctant to dedicate time and money to inefficient work, but they cannot just simply stop sending invoices. Fortunately, there is another option: electronic forms. Electronic Forms Solution is a robust iSeries (AS400) solution that reduces paperwork, provides professional design tools, precisely customizes data output placement and appearance, and automatically prepares mission-critical documents for delivery by print, fax or email.

Document Distribution (Fax & Email)

Part of the challenge in managing business documents is ensuring they are sent to the right person, at the right moment, using the right method. Paperless process management systems automate the task of distributing documents. IntelliChief works with existing ERPs, allowing users to automatically send invoices, purchase orders, statements and any other mission critical documentation via fax or email. The sending method can be tailored to each customer or vendor with simple instructions in the application’s master file that determines the preferred method of communication for the chosen company. As documents are stored in IntelliChief’s database archive, they can be retrieved at any time by authorized users, directly from their ERP screen. When documents are pulled back from the archive to the user’s screen, users can immediately open any related documents, and fax or email them on-the-fly directly from the screen.

Search & Retrieval of Documents

IntelliChief allows for effective search and retrieve of critical documents in a timely and cost effective manner. As documents are scanned or captured via fax/email, they are archived in IntelliChief’s database. This storage function serves to preserve and secure digital documents and images, and to ensure quick access to them when they are needed. Searching for documents with IntelliChief is as easy as using an Internet search engine, since it relies only on the user having an Internet browser. Users also have access to those files directly from the users’ ERP. IntelliChief was built around the principle that the business process is the focus, so it includes several integration options that enable leverage of business application to find and locate documents. Users are naturally comfortable with vendor inquiry screens, purchase order history screens, GL screens, and the numerous advantageous options an ERP provides.
IntelliChief Forms Processing (OCR, ICR, OMR)

- **IntelliChief Capture Enterprise**
  IntelliChief Capture Enterprise is a complete solution for document capture and forms processing. It automates input of data from documents, and helps eliminate labor-intensive document preparation and manual data entry to streamline document processing and indexing. IntelliChief Capture Enterprise scans, classifies, recognizes, validates, verifies and exports data and document images quickly, accurately and cost effectively. The solution incorporates state-of-the-art imaging software to transform scanned and faxed documents into electronic images. IntelliChief Capture Enterprise also allows for the transformation from paper documents to electronic files that users can quickly find and retrieve.

- **IntelliChief Capture Plus**
  IntelliChief Capture Plus is an intelligent, stand-alone scanning solution that can learn to recognize recurring documents. It automatically extracts index field data, using Optical Character Recognition for archiving. The solution is used in order to scan documents with any document scanner or multi-function peripheral - incorporate scanning, document separation, and verification into one single interface, and deliver data and images directly into an enterprise content management (ECM) or enterprise resource planning (ERP) system. It combines unrivaled levels of capture automation and is extremely easy to use, with a return on investment in just a few months.

**Contact IntelliChief for a custom demonstration, and ROI calculation for your business**

To find out more about how IntelliChief's paperless process management system can improve your paper flow and save you money, contact:

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**About IntelliChief**

IntelliChief's Paperless Process Management provides enterprise-class business processes document management and workflow solutions for any IT platform. With decades of expertise in the market and seamless integration with leading enterprise resource planning (ERP) systems, IntelliChief takes companies of all sizes paperless with a typical ROI of less than one year. Users can create, capture, manage, archive, retrieve and distribute mission-critical documents directly from their familiar ERP screens, automating and streamlining business processes workflow throughout their organization.