

A background image showing a close-up of hands writing on a document with a yellow pencil. The image is slightly blurred and has a dark, semi-transparent overlay. A red horizontal bar is positioned above the main title.

# Ditch Your Filing Cabinets!

## How eDocument Management Can Streamline Your Business

### Overview

For decades, paper has been viewed as a pillar of the workplace, a necessary staple that was key to communication and documentation. From valuable human resource information to training, payroll, marketing and beyond, paper has played an important role. But while paper has been a constant in offices throughout the nation, the true value today comes from the ability to greatly reduce our dependency on it while improving the organization and accessibility of documents. That value starts with the effective deployment and proper usage of a document management system.

A document management system is a solution used to manage, track, and store documents. It greatly reduces the need for paper in the workplace and as a result, has the potential to generate significant cost savings.

### Document management systems – a closer look

The difference between becoming the workplace you've always been and the one you've always wanted to be can be found through effective document management.

The benefits of a document management system include:

- Better storage which includes the elimination of traditional pieces like storage cabinets that take up space and stifle productivity
- Enhanced availability reduces hunting and researching key pieces of data reside at the fingertips
- Passwords and encryption features store sensitive data in secure locations
- Ease of use and retrieval with increased functionality being felt throughout the environment
- Elimination of redundancy and the introduction of workflow transparency
- Reduced human error and increased productivity
- Improved collaboration as workplaces become employee, not paper-driven
- Better tracking capabilities and remote accessibility that greatly enhance workplace productivity



## Benefits of document management

*"The more time an office spends filing, organizing, and searching for papers means the less time they spend producing, delivering and growing the business."*

It makes no difference what industry your business is operating in or whether you're dealing with people on an internal or external basis, satisfying the customer will always be the priority. The more time an office spends filing, organizing, and searching for paper means the less time they spend producing, delivering and growing their businesses. A properly deployed document management system could be just the thing to take customer service to the next level for several different reasons including:

### Improved accessibility

Having access to the information a customer needs can set the tone for the interaction. Let's look at it from a customer vantage point. Say a customer calls in wanting to know the details of their last transaction or get a summary of their account. In a traditional, paper-dependent workplace, the employee would place the caller on hold and research to find those answers, wasting valuable time in the process. This delay can adversely impact the business, relationships, and the brand being represented.

*"It costs \$25,000 per year to fill a four-drawer cabinet, and \$2,160 per year to maintain."*

With a document management solution that centrally positions key information, respondents can react in a timely, customer-centric fashion, producing results in a fraction of the time. Internal customers also benefit from a document management system. Field operators can remotely access the system or confidently call into the home office, knowing either way, the data that's being conveyed is in real-time and can be trusted.

### Efficiency boost

Efficiency, productivity, and performance all see marked increases when documents are centralized and the environment becomes less dependent on paper. Clutter is reduced and information is more easily transferred—all of which leads to a more agile, productive workplace.

*"The average office loses 1 out of 20 office documents and spends \$120 searching for a single misfiled document."*

Document retrieval times drop considerably with the integration of a document management system. Instead of conducting countless hours, searching for valuable yet hard to find information, a document management system can retrieve files using a phrase or a word.

### Greater accuracy

Accurate information that improves accountability is another of the many benefits that can be derived from a document management solution. Gone are the days of guessing what was said and who said it. With this powerful tool in place, accuracy and accountability will see immediate improvements.

For example, say a customer comes in with a list of material requirements scribbled on a sheet of paper. In years past, the risk of losing this important information loomed large. By using a document management solution, users can scan that list, attach it to a quote and, safely store it in the system. This greatly reduces confusion and increases record-keeping accuracy. A document management system also offers powerful version control elements that track changes and allow users to revert to previous versions without compromising data integrity.



## Teamwork

Teamwork and the ability to effectively communicate increase dramatically with a solution of this type in place. Paper causes employees to adopt an island mentality that oftentimes lends itself to isolation, versioning issues and redundancy of tasks. Document management on the other hand, unites staffs and propels them toward a common goal. Clutter, which is what you most often get when your office is paper dependent, can cloud creativity and stifle production. When an office switches to a document management system powered by leading edge, innovative technology, the mindset shifts – in a positive manner, and productivity follows this trend.

## Security

Document management addresses this area while housing sensitive content in an integrous manner that can only be accessed by the necessary parties. Role-based user permission functionalities are typically included in a document management system. These tools allow an organization to differentiate standard users from users who've been given special permissions to access certain files. Role-based user functionalities also come complete with auditing features that track changes, views, and employee usage. This information is stored within the system and provides a measure of security and accountability that a paper-based workplace simply cannot duplicate.

## PaperLESS is the new green

According to a 2018 Special Report: *Going Paperless Is Easy – Getting Started is Hard*, The Access Corporation reported that the average office worker uses 10,000 sheets of copy paper each year and wastes about 1,410 of these pages.

With the average cost of a piece of paper being about six cents, a company with 25 employees would spend more than \$15,000 on paper per year and more than \$2,000 just on wasted prints.

This represents a significant threat to the environment – as well as a business' bottom line. While green is most often associated with the environment, the financial impact of adopting a document management approach cannot be overlooked. Even with the introduction of robust technology, paper has maintained its standing as a fixture in offices everywhere. As offices and workplaces continue to evolve and paradigms regarding paper continue to shift, building paperless environments could have serious bottom line implications.

There's a ripple effect to reducing paper and going totally digital that cannot be ignored. When paper is reduced:

- Printer usage goes down and the costly maintenance agreements commonly associated with them follow this trend
- Spending valuable resources on expensive ink cartridges and refills becomes a cost of the past
- File cabinet dependence can be greatly reduced—and workplaces become less cluttered, warmer and inviting and promote higher levels of creativity, flexibility, and production

Cash flow challenges become less of a challenge with a document management system. Instead of sending out paper invoices, business owners can send an electronic invoice that arrives in seconds, not days. This saves money on postage, paper, and stamps while preserving the environment and expediting the payment process.



## In conclusion

Working in a paper dominant fashion is a strategy whose time has come and gone. Leading edge companies have come to realize that in today's rapidly expanding markets, every opportunity to gain a competitive foothold must be taken.

The benefits that are found in an environment where a document management system has been deployed are significant. Data accuracy and transparency will be increase exponentially, allowing the workplace to run far more efficiently. Paper dependent workplaces result in wait times and when time equals money, businesses can't afford to wait. Workplaces driven by document management systems translate into more efficient employees, less time being wasted – and more revenues being generated.

Becoming less paper dependent and reliant on technology is no longer a luxury – it's now become a necessity. As businesses continue to evolve and grow, the ability to align with this new mindset will set companies apart and help define the next wave of true market leaders.

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877.521.1100 | [www.ecisolutions.com](http://www.ecisolutions.com) | [buildingsupplyERP@ecisolutions.com](mailto:buildingsupplyERP@ecisolutions.com) | **How business gets done.**

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