

Imaging Strategy & Creating Document On-ramps

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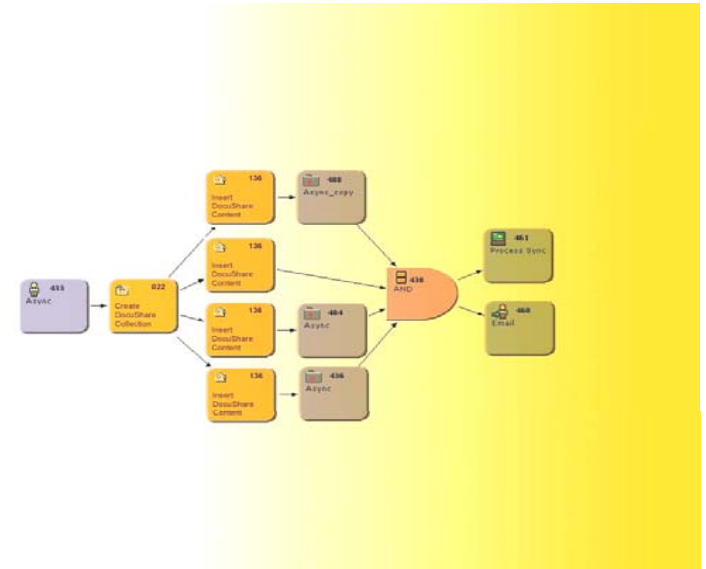
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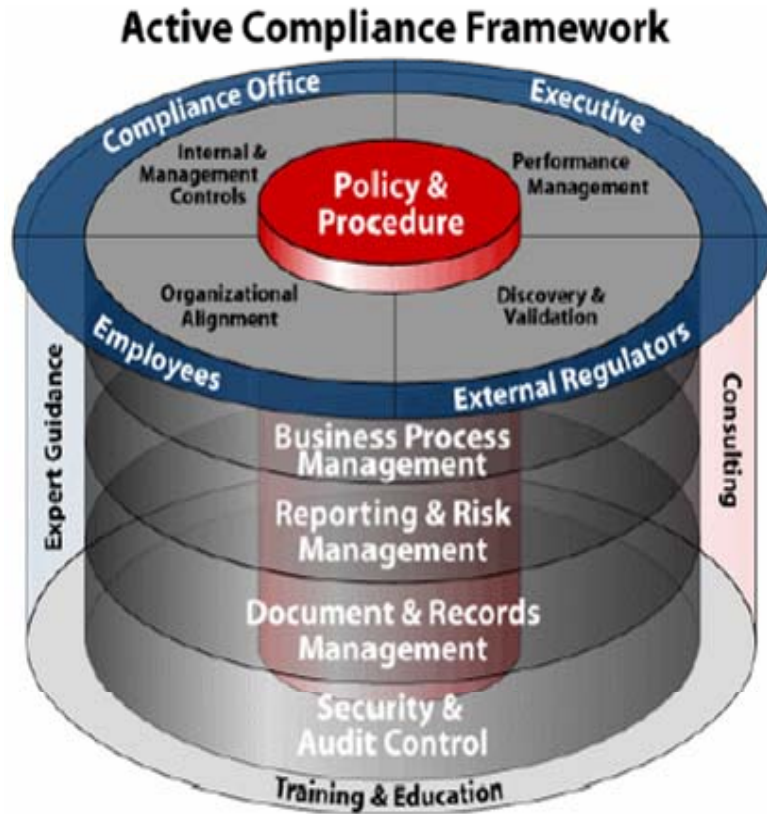
Overview/Structure of Talk

- How Imaging Fits
- Why imaging continues to be important
- How to think about your imaging strategy
- Components and on-ramps of imaging

- Discussion



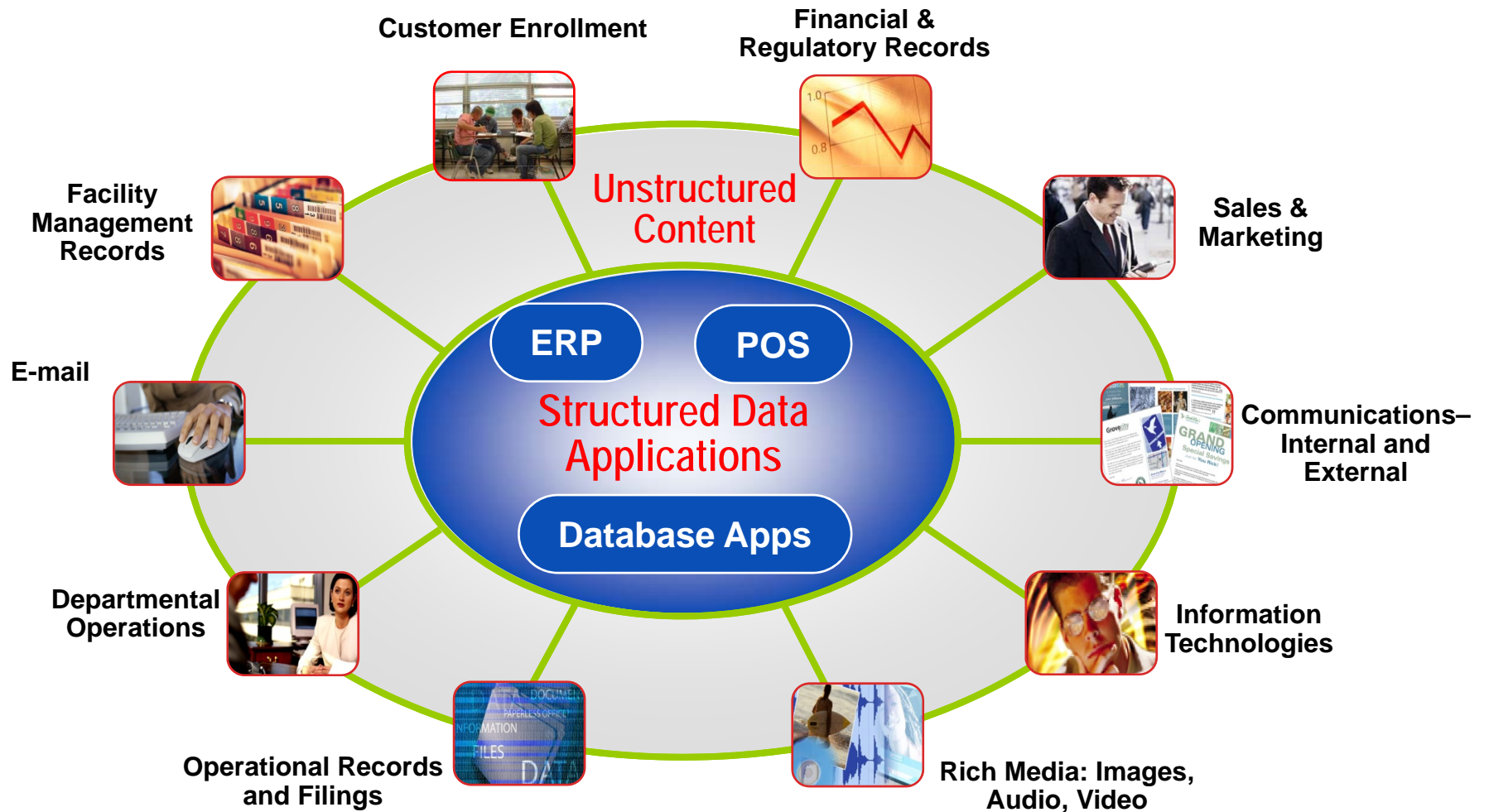
Imaging – a fit in the Context of Business Process Management



- Imaging of unstructured content is an important element in this view of business process and records management
- Imaging is key in unstructured content control

Source: AMR Research

Imaging's Reach in the Enterprise



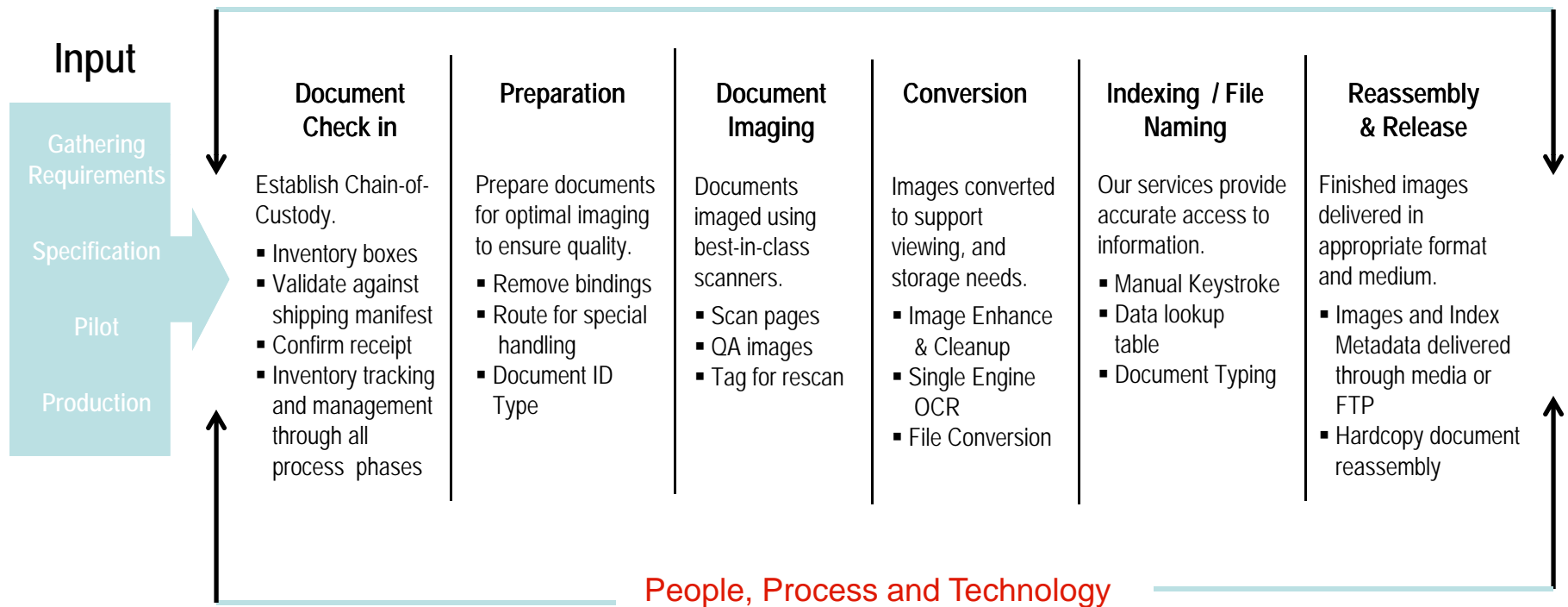
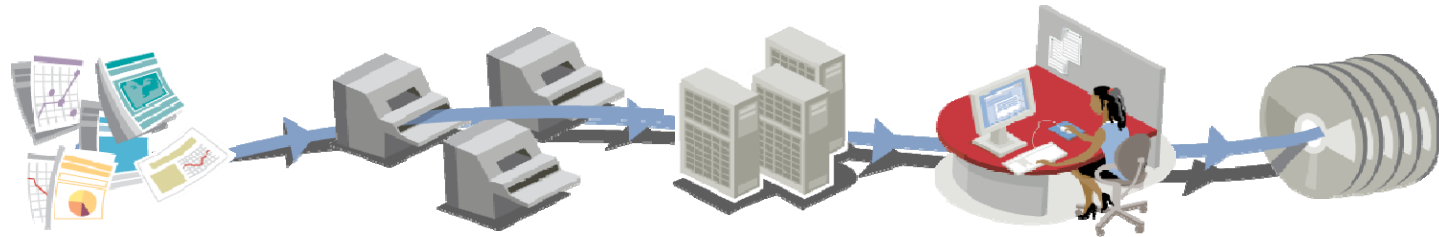
Why Image

- Time and costs associated with finding critical documents
- Consequences of losing business critical documents
 - **IDC Study:** “An average organization incurs \$20 filing costs per document ... then loses 1 in 20 documents and spends \$120 looking for each mis-filed doc.”
 - According to Coopers and Lybrand, it takes an average of six (6) minutes to retrieve a document and re-file that document from a file room in a highly organized and efficient paper filing system.
- Struggling with the costs to maintain paper documents (e.g., labor, space)
- Consequences of losing business critical documents
- Concerns with business continuity (disaster recovery) – removing single point failures
- Inability to share/distribute information internally or externally hinders efficiencies and productivity
- Concerned with regulatory requirements for secure access
- Legal ramifications, consequences and/or fines associated with losing documents (e.g.; Sarbanes-Oxley, HIPAA)

Strategic Considerations

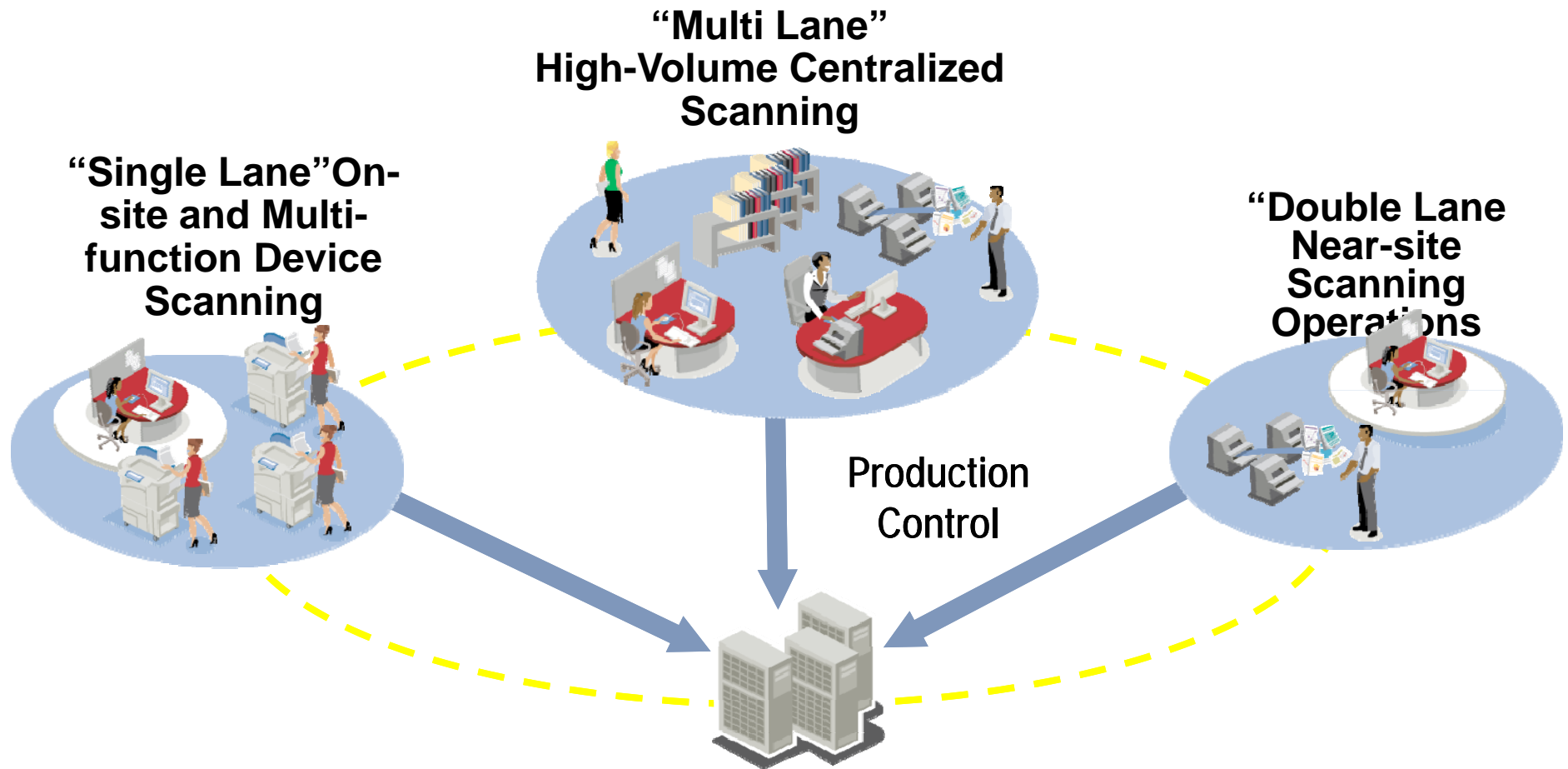
- Never image anything you don't absolutely need
 - Spend the time up front to analyze what you need, how you access it and if it makes sense to image
- Consider the backfile vs day forward volumes and needs
- Consider carefully the indexing of the documents
 - If anything it's easier to lose documents in the electronic world than the paper world
 - Typically charged by the keystroke
 - Consider automated – or pre-indexing
- Does full text recognition and indexing make sense
- Where will you store the documents and indexing info
- Have you already adopted a content management system
- Ease of use is critically important
- How's your network's health?

End-to-End Process Control



Standard procedures include daily preventive maintenance (cleaning and calibration) with mid-shift cleaning/calibration provided if needed based on the backfile collection

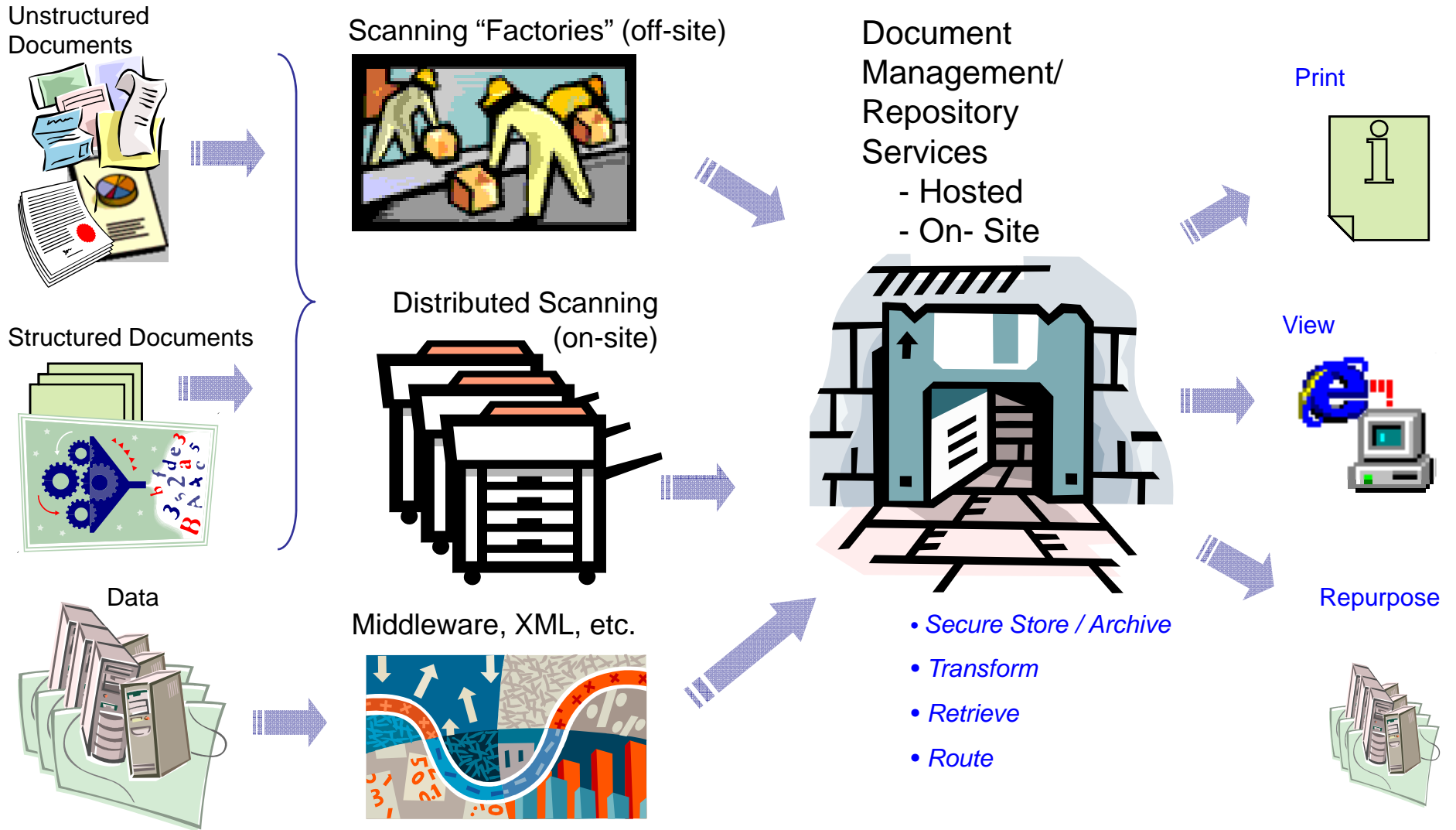
Imaging “On-Ramps”



Flexible, Integrated Imaging Offerings

- Off-site, High-Volume Operations
- Regional or Near-site Operations
- On-Site Imaging
- On-Site Multi-function Device enabled Imaging

Typical Workflow Process



Thank You..

