

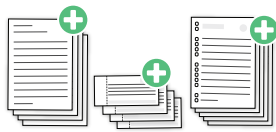
Let's Put an End to Information Management Chaos!

Intelligent information management capture solutions can uniquely reign in the information management chaos that occurs at most organizations and provide a competitive advantage.

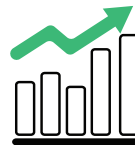
Managing information within most organizations is chaotic.



Too much paper



Too many paper-driven processes



Exploding data volumes



Multiple content delivery channels

This information chaos is causing breakdowns across the enterprise of large and small organizations:

- **Product development:** staff cannot access key variables
- **Manufacturing:** raw materials are not ordered correctly or in a timely fashion
- **Supply chain management:** trading partner information is not accurate or complete
- **Asset management:** organizations do not have visibility into the status of assets
- **Finance and administration:** financial transactions are not posted in a timely manner
- **Customer service:** call center staff cannot readily access customer information
- **Human resources:** sensitive information is not secure

That's why more organizations are looking to digitally transform their business processes.

46% of best-in-class organizations are digitizing processes to promote collaboration between traditionally disparate business processes and business units.¹

But efforts to digitally transform business processes are doomed to failure without the right technology

Chaos Reigns!

The primary reason that digital transformation initiatives fail is that organizations deploy technology that does not fully address the factors that cause information chaos. Organizations need a way to bring uncontrolled information under control, so they can begin the transformation process.

There are four primary contributors to information management chaos:

Too much paper

1

The paperless office remains an elusive goal for most organizations. In fact, 19 percent of organizations surveyed by The Association for Intelligent Information Management (AIIM) report that the volume of paper flowing through their business processes is increasing. And 37 percent of organizations admit that their offices are “piled high” with paper and paper processes. One-third of organizations say their record system is still primarily paper-based². From data capture through retrieval, all this paper has a stranglehold on an organizations’ day-to-day information management. Business processes cost too much, take too long, create too many exceptions, provide inadequate visibility, and frustrate internal stakeholders and trading partners alike. It is no wonder that 62 percent of organizations surveyed by AIIM say that they, “are committed to digital transformation, and paper-free is an essential starting point.”

Paper-driven business processes

2

Paper-based processes are pervasive across the document lifecycle. This is especially true in highly regulated industries such as banking, insurance, healthcare and pharmaceuticals. For instance, 75 percent of accounts payable departments lack the technology to digitally process invoices³. As a result, staff must manually key invoice data, match it against purchase order information, track down purchasers of invoices that don’t match, physically route invoices into an accounting system, and file the invoice for safekeeping. Sixty-five percent of organizations surveyed by AIIM sign contracts, orders, booking forms and other documents that require a signature on paper. What’s more, 35 percent of organizations say that most of their important content is referenced and filed as paper⁴. In a paper-driven environment, key information is not captured or is incomplete, data is inaccurate, information is not timely, systems are not well-integrated, and decision-makers do not have ready access to important information variables. In fact, many organizations must manually index document types and metadata.

Exploding data volumes

3

The amount of data organizations must manage is growing unfettered. By 2020 global IT departments will be managing 50 times the amount of information and 10 times the number of servers, IDC’s Digital Universe Study predicts skyrocketing data volumes already are overwhelming organizations. Thirty-six percent of C-suite executives at large organizations believe their enterprise is not coping with the glut of data, per a report by the American Institute of CPAs and the Chartered Institute of Management Accountants. As a result, many organizations are not fully utilizing their data, and poor data management is keeping others from moving forward. Consider that better employee productivity is the primary reason that 42 percent of organizations surveyed by AIIM are automating capture.

84% of organizations fail at digital transformation, a 2016 Forbes article stated.

79% of organizations surveyed by AIIM believe that “business-at-the-speed-of-paper will be unacceptable in a few years’ time.”

² AIIM

³ Institute of Finance and Management (IOFM), a major payables and receivables trade association

⁴ AIIM

Difficulty managing multiple document delivery channels

Remember when life was simple and organizations received all their content as paper? Today, information arrives at organizations via the mail, multi-function peripheral, shared services center, business process outsourcing provider, fax, e-mail, web form and SharePoint repository. Many organizations deal with multiple information delivery channels on an ad hoc basis. Thirty-one percent of organizations print out faxes and PDF invoices for processing⁵. And other organizations are struggling with e-mail. Managing multiple delivery channels on an ad hoc basis results in duplicative and manual processes, reduced staff productivity, data silos and slower business workflows. Worse, ad hoc processes for safe-guarding data across delivery channels.

35% of organizations still file and reference business content as paper, AIIM finds.

Information chaos results in higher operational costs, wasted staff productivity, increased errors, longer cycle times, missed business opportunities, and greater compliance and security risks.

Controlling Information Chaos

Organizations must end this chaos if they hope to digitally transform their operations.

But not every approach to digital transformation will deliver optimum results:

- Document scanning solutions do not address data classification and capture
- Traditional capture solutions cost too much, create data silos and are hard to control
- ECM platforms do not provide the capture and classification capabilities organizations need
- Outsourcing takes control out of the hands of the people who know your information best

44% of organizations want to enable anytime, anywhere access to content⁶.

Intelligent information capture solutions uniquely address the causes of information chaos.

Here are five ways that intelligent information management controls information chaos:

Ingest

Thirty-eight percent of organizations are processing paper separate from electronic content, AIIM. Thirty-one percent of organizations are printing electronic documents for processing alongside paper. Intelligent information capture solutions capture any paper or electronic document, from any channel. Aggregating information from multiple channels makes data entry seamless and more accurate, accelerates data delivery and access, streamlines business processes, plugs data silos, and allows for the consolidation of systems.

Recognizes

The combination of ever-increasing global digital commerce, higher customer service expectations, and the emergence of Big Data requires organizations to have a 360-degree view of information, with real-time access to it, from anywhere, at any time. This can only happen through the classification and capture of complete content, regardless of the format or the source, Intelligent information capture solutions classify and extract data from unstructured and structured documents. The technology interprets content and patterns on documents to automatically classify paper and electronic documents by type and determine the beginning and end of a document. Intelligent information capture solutions also can classify documents based on images contained on a document such as a logo or based on text such as a description field (e.g. "patient number" or "invoice amount"). Once a document is classified, intelligent document recognition automatically extracts important data from anywhere on the document, creating information to start a business process and/or to populate a database in a downstream application. Rules for data extraction can be flexibly configured based on unique business requirements. Automating the classification and capture of critical information ensures that business users across the enterprise always have ready access to the information that their function demands.

41% of organizations are looking to improve process productivity⁷

Purifies

As good as digital technologies are, there is always a need to repair exceptions, enter additional unrecognizable fields, and review content quality. Intelligent information management inspects, repairs and enters information so data and images are exception-free. Batches of information are automatically queued for review based on the priority determined by user-configurable business rules. Poor read rates or image and data quality issues can be traced to specific devices or inputs. Automatically purifying data accelerates cycle times, reduces downstream exceptions, and streamlines compliance by capturing validation data.

42% of organizations that use a business process management application have achieved greater agility and routing between processes⁸.

Connects

Line-of-business applications and knowledge workers shouldn't be slowed down waiting for captured information to be delivered. And organizations cannot afford to write custom interfaces between their information management platform and all their down-stream systems. Forty-five percent of best-in-class organizations can unify data across multiple systems⁹. Intelligent information capture solutions pass images, transactions and batches seamlessly to line-of-business applications such as loan origination system, a customer relationship management platform, or an enterprise resource planning application. Merging data and workflows with intelligent information capture solutions enables organizations to eliminate information gaps, streamline operations across all its functions, and provide new and innovative ways of using information (think: analytics). Integrating data across the enterprise also helps identify bottlenecks or supply issues. It is for this reason that more than 60 percent of organizations surveyed by AIIM have improved routing to and between individuals using an intelligent information management solution. What's more, best-in-class organizations perform two to three times better than their peers in time-to-decision, the cycle time of key processes, and productivity¹¹.

One-third of organizations have decreased their review and approval cycles by embracing business process management practices¹⁰.

5

Manages

Sixty-seven percent of best-in-class organizations have real-time visibility into the status and health of systems, Aberdeen Group reports. Fifty-three percent of best-in-class organizations have real-time visibility into the status of all processes. Intelligent information capture solutions enable organizations to configure, monitor and measure business processes in a single, secure environment. The inefficiencies identified by the technology empower organizations to direct staff accordingly, to improve agility and performance.

Process visibility is seen to improve productivity and eliminate manual tasks by 55% of organizations¹².

43% of organizations believe that process visibility removes bottlenecks and overloads.

Each of these benefits provides organizations with a compelling reason to digitally transform the way they manage information. Together, they position organizations for further success, come what may.

Don't be Left Behind.

Organizations of all sizes have no time to waste in digitally transforming their businesses. Intelligent information capture solutions are empowering organizations to control information chaos to improve their competitive position through lower operational costs, improved accuracy, faster cycle times, greater agility, and enhanced service to stakeholders and customers. The technology ingests any paper or electronic document from any source, recognizes documents and information, purifies data, connects data with downstream systems and processes, and manages business processes in a single, secure environment. No other approach to document automation can match the benefits or capabilities of intelligent information capture solutions. Eighty-one percent of organizations surveyed by AIIM realize the impact of information chaos. Organizations that delay their digital transformation efforts risk greater information chaos, and a weaker competitive position.

¹² AIIM

At **ibml**, we're focused on solving your most critical operational challenges with our intelligent capture solutions. We help organizations transcend silos to unlock actionable data, understand critical insights, and securely exchange critical information across the business. When businesses work with us to reach digital maturity, their leaders have seamless access to the right information at the right time to make informed, strategic decisions.