



Managing Documents

We all need to do our work, but paper accumulates quickly. Our files grow fatter and fatter.

Even though our efficient folders and filing system ensure a proper record management but the amount of papers and crucial documents keep growing. Across any organisation retention of record is crucial such that its "life" need to outlast the life of the original creator. AIIM, Forrester and Star Securities reveal the following facts:

- Paper Files are doubling every 3.5 years
- An average document is copied 19 times
- Each day one billion photocopies are made.

Information of globally accepted solution is now stored electronically. Write Once Read Many (WORM) and its security features greatly diminishes the possible challenges of record's trustworthiness. Not to forget Documents are the DNA of knowledge in any organisation and are usually in the form of business reports, forms, memos, letters, policy statements, contracts and agreements. Most business processes are driven by document flows.

Electronic Document Management Systems provide an organization with the tools to create, manage, control, and distribute electronic documents. Document Management puts you in control of the knowledge

institutionalized within your organization. A document management system is the means to impart structure, organization, and accessibility to this knowledge store. The main principles on which an Electronic Document Management System functions is Capture, Manage, Store, Deliver and Preserve. Did you know that...

- 80% of time spent by knowledge workers include activities supported by documents
- More than 90% of communication with customers is through documents
- Documents in any organisation account for 40% of Labour cost and 15% of revenue.

With the emergence of Infoline, today organisations across verticals like Banking, Insurance, Government, Retail, Finance etc in the Sultanate have the option to harness the benefits of EDMS in their respective enterprises. Infoline offers unparalleled breadth, depth and quality in processing documents, forms and text. Their proficiency in document management stems from its robust infrastructure facility, strong technology partnerships and competent and skilled staff resource.

As per the studies of the Outsourcing Institute, Documents Management Services accounts for approx 40% of Technology based Outsourcing Services. Infoline's competencies in Document Management Systems ensure the following benefits to

any organisation across varied verticals:

1. Creating leverage of intellectual capital such that knowledge is created once, then reused many times
2. Managing workflow, that is, controlling the flow of information through all phases of a process
3. Fostering more effective teamwork to accelerate business-critical applications
4. Delivering products faster with better customer service (reduce cycle times)
5. Allowing rapid response to events.

Higher on the value chain is Content Management System, which is a computer software system for organizing and facilitating collaborative creation of documents and other content. A content management system is often a web application used for creating and managing websites and web content. Alternatively, content management systems (CMS) can also be used for storing and publishing documentation such as operators' manuals, technical manuals, sales guides, etc. There are many open-source and proprietary CMS solutions available. EDMS (electronic document management systems) is not where industry is headed in the future; it is where the industry is right now. We need to realise that. Successful Business today is re-engineering and rightsizing.

Proficient service providers like Infoline across the globe offer a complete turnkey solution in a well planned and phased manner as described below:

Phase 1	Phase 2	Phase 3
<ul style="list-style-type: none"> • Identify origin and nature of documents • Planning of project execution and management • Physical sorting and organizing of documents (incl. back logs) 	<ul style="list-style-type: none"> • Scanning • Document Indexing • Data entry/Data Processing • Document Conversion • Storing of Scanned Images on CD • Converting of Documents to text • Quality Assurance 	<ul style="list-style-type: none"> • Planning and execution of physical storage • Store /Warehouse logistics management • Implementation of Retrieval & security procedures • Implementation and maintenance of EDMS