



Systematics, Inc. - Whitepaper
Why Document imaging? What are the advantages?

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Document imaging can be a powerful tool but is only a small piece of a records information management (RIM) system. The most efficient and logical use of document imaging is for documents that have a high retrieval rate by multiple users, especially in remote areas. Imaging should not be used to solve space problems.

There are a few basic questions that should be answered before investigating the implementation of an imaging system:

- ◆ What documents do you want to image?
- ◆ What is the retrieval rate of these documents (how often are they accessed?)
- ◆ How many people access these documents?
- ◆ What do you see as the benefits of having these documents available electronically?

More often than not, if the answers to the first three questions are sufficient to determine if further investigation is sensible. However, the fourth question is vital in that it is a start to addressing the return on investment question that undoubtedly will come next. If having certain documents available electronically aids in the level of customer service, then you may well be on your way to implementing a system. If, however, many of the benefits include issues such as "no more lost or mis-filed items", then you are probably attempting to drink soup with a fork!

When used specifically to address issues of retrieval and multiple accesses, imaging can be a solid solution. There are also times when certain documents are included in the imaging process as a convenience to upper management. This can be a valid reason with VPs who have a heavy travel schedule and the need for vital documents on a regular basis. It also provides security for original vital documents without sacrificing access to the information these documents contain.

If you do move forward with an imaging system, keeping the index system concise and as limited as possible keeps the system user friendly and cost efficient. Scanning documents is easy and scanners are relatively inexpensive. The question is will anyone ever be able to find the document after it has been scanned? Also, remember that you must put your house in order before you scan. An inefficient paper based system will translate into a messier electronic system!

As for keeping the originals, that depends on what is scanned. If only certain documents are scanned from a file and you must still keep the file because of miscellaneous correspondence or other documentation, then you mind as well keep the scanned original. What is more important is that both the paper and the image is part of a comprehensive retention schedule.

For additional information on document imaging solutions from Systematics, Inc., please call 1-800-229-8383 Ext. 13 or send an email to sales@systematicsinc.com. A complimentary on-site readiness assessment is also available when requesting additional information.