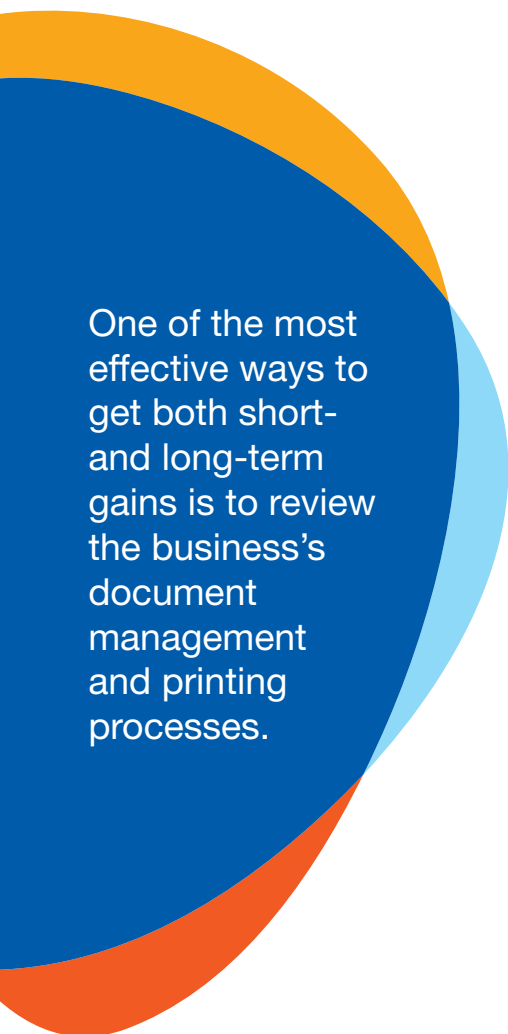


How a simple health check could save your organisation thousands



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Introduction

Organisations of all sizes continue to face various challenges in today's economic environment. While the GFC is almost over, that doesn't mean customers are suddenly spending big money again.

In fact, issues like cash flow and financing remain top of mind for many organisations. Maximising profits is vital but not simple.

Organisations face a changing sales environment, and increased competition from both local and overseas companies. New technologies, especially in the online and mobile spheres, puts pressure on organisations. Tech-savvy customers expect to interact with organisations in myriad different ways and at any time of the day or night. Implementing and managing these new technologies requires a significant investment.

At the same time, organisations must continue to find ways to operate more efficiently. This includes things like reducing the cost of manufacturing to better compete with overseas manufacturers, whose costs are very low. Automation can play a leading role in reducing both manufacturing and other operational costs, since it reduces the amount of time needed to complete routine tasks.

Organisations must also find ways to manage workers more effectively for maximum value. Retaining skilled, valuable employees and providing training for new workers can be time-intensive but can deliver productivity improvements. Many industries face a worsening skills shortage; organisations that can beat the shortage are more likely to thrive.

Most organisations know they need to do more with less but don't know where to start. With so many potential areas to consider, there is plenty of opportunity for improvement.

One of the most effective ways to get both short- and long-term gains is to review the business's document management and printing processes. While often 'invisible', these processes can cost organisations significantly, and are usually relatively easy to fix.

This whitepaper explores some of the ways companies can quickly and easily improve their document management and printing processes, and become a smarter, more efficient workplace through simplified workflow. The benefits include better knowledge management, reduced human error through automated processes and significantly lower costs.



Is document management choking your productivity and efficiency?

Documents are a vital part of any business but they could also be choking your productivity and efficiency. Documents, while essential and unavoidable, can only add value to the business if they are easy to create, find, edit, approve, retain and print.

Worryingly, many business owners and managers are not even aware of the costs of ineffective document management and print processes within the business. When employees are used to working with outdated or manual systems, the costs are not immediately apparent. A quick audit of a company's document management processes, however, can usually pinpoint at least half a dozen areas where improvement would deliver immediate cost savings.

Most companies can benefit significantly from taking a more strategic approach to print and document management infrastructure. This includes better document handling and digitisation, process automation and printer fleet management. When these three elements are in place, customers can realise significant benefits.

Addressing three key business pressures

Most organisations report a number of pressures around document handling and printing.

Konica Minolta has identified three key pain points that can easily be addressed to save companies money and contribute to the bottom line.

1

Why you should move away from paper-based processes

Often, organisations rely on paper-based processes that add time, and therefore cost, to every task. When employees must search physical filing cabinets to find the documents they need, it adds minutes or even hours to each day, making them less productive. Even searching company servers for electronically-stored documents can take more time than it should. Poorly-named files mean employees must open each document to find out what it is before they can tell whether it is the document they need.

If employees need to access multiple documents to work on a particular project or matter, this compounds the problem, unless they can instantly pull up a list of all the documents related to that project.

For every minute an employee spends looking for the documents they need to do their jobs, they are not adding value to customers, closing deals and bolstering the bottom line.

Version control is also a significant issue for organisations. Employees often waste time updating or working on documents that are outdated, simply because there was no clear way to tell that it was the wrong version.

In some cases, staff members cannot view or edit documents because they don't have the proper software installed on their PC. Many companies even report losing or accidentally destroying important documents or files.

According to AIIM, scanning and capture technology can reduce the time it takes to respond to customers by four times.

When staff members experience issues or delays accessing the documents they need, the flow-on effect can be enormous. For example, when customers call, looking for a fast answer to a simple question, they can be left hanging as the employee tries to find the right information. This leads to a negative customer service perception that could even prompt the customer to consider moving their business to a competitor.

According to AIIM, scanning and capture technology can reduce the time it takes to respond to customers by four times.¹

The cost of time spent looking for documents or working on the wrong versions of documents adds up quickly. It could cost a business thousands or even tens of thousands of dollars per year.

Digital document capture

By automating the process of scanning paper documents, digital document capture solutions make it fast and efficient to digitise documents. Converting paper documents into digital format lets organisations extract data or information using optical character recognition (OCR) technology. It makes these documents searchable, so they are more useful than if they had been stored in a physical filing cabinet.

Being able to manage and share information in this way can improve collaboration, increase document security and reduce the need for storage space. Importantly, it lets paper-based documents become part of automated workflows. For example, organisations can scan a hardcopy invoice so that it becomes part of an automated workflow. The invoice gets approved, paid and archived in accordance with company policies, reducing the manual effort required to complete the process.

Furthermore, by applying electronic document management security in the workplace, organisations can minimise the risk associated with human error and unauthorised access. Even when employees perform to impeccable standards, manual business processes can result in delayed orders, confidentiality breaches, and an excess of sensitive material either printed or scanned.

How to manage the risk and expense of manual, time-consuming processes



Many organisations create many versions of certain documents, such as contracts or letters, as part of their daily operations. Creating these documents manually is time-consuming and error-prone. They require careful proofreading, which adds even more time, to detect and rectify human errors.

Every time an employee creates a standard document either from scratch or even using search and replace functionality, they are taking time away from more value-added activities.

As well as the time it takes to create these documents, there is the risk that an error will go undetected until the customer, supplier or partner receives the document. This can cause embarrassment to the business and, in some cases, give customers an excuse to take their business elsewhere.

¹ *Capture and Business Process: drivers and experiences of content-driven processes*, AIIM Market Intelligence

Document automation

Automation systems can use a logic-based system to create these types of documents automatically with pre-approved text and data.

According to AIIM, companies can eliminate up to three quarters of the often-hidden labour costs associated with manual data entry and other manual processes by implemented automated document processing.

3

How to find and eliminate the hidden costs of inefficient print and printer fleet management

Almost all organisations maintain a fleet of printers from black-and-white desktop multi-function models to large-format, colour printers. Keeping track of each machine, its output, and the costs to run and maintain it, can be a formidable tasks. Many companies simply can't accurately measure the true cost of managing this fleet.

An unmanaged print environment can cost more than \$650 per employee per year, according to Gartner.

Managing a fleet effectively involves being on top of seven key considerations:



Equipment age. If the fleet is aging and is made up of various makes and models then maintenance costs are likely to be high. The older a printer gets, the more regularly it needs to be serviced and the faster it uses consumables like toner. Additionally, having multiple makes and models means organisations can't leverage economies of scale when it comes to buying parts and consumables, and conducting maintenance.



Cost. If printers aren't maintained effectively and used appropriately then the cost of printing can spiral out of control. Additionally, if the company can't see exactly what the costs of printing are, then employees are less likely to consider printing costs at all, resulting in indiscriminate printing and even higher costs. According to Gartner, companies spend between one and three per cent of their annual revenue on printing.



Size. Many organisations don't know the optimum number of printers for their size and printing needs. This usually results in organisations having too many printers rather than too few: most firms have a ratio of 2.2 employees for every printer. This means maintaining more printers than necessary, while each printer remains underutilised, making the total cost of ownership far higher than it needs to be.



Support. If employees aren't sure who to call when a printer jams or runs out of toner, this can cause delays in projects, which costs money. According to Gartner, 40 per cent of IT and help desk calls are printer-related, which distracts highly-skilled IT staff from innovation and mission-critical work. At the same time, staff often become frustrated because they can't print when they need to.



Sustainability. 60 per cent of small- and medium-sized organisations want to reduce paper usage, according to Quocirca's 2012 SMB MPS study. When a company's paper bins become overloaded, it's a sign that employees are printing more pages than they need to. This is not only an operational cost but it also creates a negative environmental impact.



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Mobility. Remote workers are a growing population in most organisations and they still need to print documents from wherever they are. IDC predicts that the total number of pages printed from mobile devices is expected to grow at a compound annual rate of 12 per cent by 2016. If existing printers can't handle remote printing requirements securely and efficiently, then organisations will suffer.



Security. 90 per cent of organisations have suffered at least one data loss through unsecured printing, according to Gartner. When employees can print without restriction, confidential documents can end up unclaimed at the printer. This creates opportunities for information theft either at the printer itself or from the paper waste bins. A pull-printing solution where employees must swipe their ID card at the printer to retrieve their pages can reduce security concerns significantly while minimising the amount of unclaimed printouts.

Managed print services

Managed print services (MPS) essentially outsources printer fleet management to an expert. It can significantly reduce the time it takes to manage print devices, lower capital and operational costs by consolidating and streamlining printer fleets and free the IT support team from printer-related enquiries.

MPS gives organisations visibility into how much they are printing and how much it costs, giving them more control, saving money and boosting productivity. It can also help improve document security.

An MPS solution manages all printers and their consumables, including paper, toner, ink and other supplies.

Get a business health check today!

Most companies can save significantly by optimising print services and document management processes. The vast majority of organisations simply don't know where to start and what changes to make to achieve the best results.

The first and most important step is to undertake a business audit or health check. This exposes areas for improvement and highlights opportunities to save. For most organisations with limited resources, this can sound daunting. However, with the help of an expert provider, organisations can consider optimisation an ongoing activity as opposed to an end goal.

Companies should take the first step, a detailed print and document management audit, to see how they can save. This could include financial savings, greater operational control, increased understanding of operational systems and cost drivers, and improved productivity.

www.healthcheckmybusiness.com.au



How Konica Minolta optimises print and content services

Konica Minolta is a global leader in optimised print and content services. It combines hardware and software, services, and expertise to deliver optimal customised print and content services to each client. Konica Minolta relies on three separate pillars to do this:

- 1. Consult:** Konica Minolta audits and assesses the print output environment and business needs to design a comprehensive MPS solution.
- 2. Implement:** Konica Minolta implements the solution, taking a phased approach if needed.
- 3. Manage:** Konica Minolta manages the solution ongoing, including providing reporting, maintenance and resources.

Konica Minolta also offers continuous improvement recommendations through insightful reports and regular review meetings.

The approach aims to uncover real, immediate and long-term value and greater operational efficiency in document management and handling. It helps optimise organisations' document management processes including production, distribution, processing, storage, archive and retrieval.

Security

Document security is also a key consideration for most organisations. Konica Minolta's OPS Security Service designs a customised security solution for each client, meeting their specific information security policies and compliance needs. This can include sophisticated and centrally-managed user authentication management and automatic data deletion from print device hard disks.

To discuss how Konica Minolta can optimise your print and content services visit healthcheckmybusiness.com.au or Free Call: 1800 789 389
Please think about the environment before you print.