CAPITA

Document Management

Growing, ever more complex needs to manage & store information with care.

Your organisation's information is one of your most valuable and irreplaceable assets, but it needs expert management to ensure it's secure, readily available and that use is controlled. And that you have adequate facilities for storage. The issues are many, and can present real headaches for time-pressured organisations, both public and private sector, who have a wealth of information, but not the specialist expertise to cope with it all. The issues:

- Statutory. Every organisation is required to manage their information to meet a number of external compliance requirements.
- Budgetary. The drive to reduce internal costs is constant, therefore facilities and storage costs for information and data are pressing business issues.
- Accessibility. Your knowledge store is only fulfilling its potential as an asset if it is readily available for use by the right people.
- Security. Data within an organisation must be secure and controlled. Often information is held on personal files, at great risk to the organisation or public body.
- Policy. It is astonishing just how many firms have a haphazard or even no Records Management Policy in place.

Impact of failure to act

The number of recent news stories involving information failings powerfully illustrate just how serious the implications can be. The consequences can affect your entire operation:

- Failure to meet compliance requirements set out in the Freedom of Information and Data Protection acts can put your organisation at risk of ligation, damaged reputation and loss of key resources.
- The costs of storing and managing data internally will spiral.
- You will miss out on opportunities to develop customer loyalty and form closer client relationships due to the lack of readily available information.
- Key company information could be lost, or there could be unauthorised access to confidential data. The impact would range from nuisance ranging up to a major loss of business.

Business Requirements

For you to feel confident your business is safe from these risks and that you have an efficient, useful and cost-effective way of managing information, you must have the following in place:

- A Document and Records Management Policy devised and deployed.
- Data that is well managed, easily accessible, securely controlled to enable conformance with all relevant regulatory bodies.
- A means of ensuring data storage is managed strategically, at minimal costs, but delivering maximum benefit to the organisation.
- Information held within your organisation must work for the organisation.
- A secure, robust, reliable, scalable solution that ensures easy integration into internal processes and people.

The Capita Document Management Solution

Capita Managed IT Solutions will work with you to develop document and Records Management (RM) policies, plus retention schedules, that match your requriements. Our specialists have the expertise to advise on the benefits of a range of document management and scanning software solutions to find the best fit.

As an independent service provider, we can choose from

Capita Managed IT Solutions

making **IT** work

and offer a wide array of the most advanced software and products, including: solutions for document scanning and capture, automated document import, forms capture, storage and archival, workflow automation and records management, together with scanners, storage solutions and other related hardware.

In addition to working closely with you to identify the right system, you'll benefit from our tried and tested approach and methodology. In short, a total solution, provided by experts.

Benefits of the Capita Document Management Solution

It starts with the initial sense of relief that this vital area of your business is being 'taken in hand' by safe, trusted professionals. And on an ongoing basis, day to day control by your own team is simpler, more secure and involves less time and expense. With the Capita Solution you can:

- Reduce Physical Storage: Once information has been scanned or otherwise captured into the Electronic Document Management System (EDRMS), filing cabinets and storage boxes can be significantly reduced or eliminated, freeing up floor space for more productive use. Similarly, external warehouse storage facilities may also no longer be necessary.

- Ensure Access Control: A sound EDRMS solution provides security features to restrict access to sensitive documents in a variety of ways: document type, user, group, security level, and other criteria.

- Set up Retention & Disposition Controls: You will have in place clear rules to determine how long certain documents should stay within the EDRMS and how and when to dispose of them.

- Comply with Privacy and Regulatory laws: Advanced EDMS solutions have important features that help you comply with new privacy and regulatory compliance laws.

- Increase staff productivity: Because your team will spend less time retrieving documents, you should see reduced costs as a result.

"The EDRMS solution from Capita/Objective means that our customers in the public office can now quickly and easily access company information electronically, as can our call centre operatives - improving overall customer services. The new system enables almost immediate access through a simple and intuitive search capability. For the majority of customers this represents a real saving of time and resources ensuring that finding the right information is quick and easy".

Rosaleen McMullen, CRNI Registrar, Companies Registry Northern Ireland.

connect
MOBILITY AND ACCESS

manage
ASSET MANAGEMENT

store
DATA MANAGEMENT

protect
SECURITY MANAGEMENT

converge
UNIFIED COMMS

conserve
SUSTAINABILITY