

# What is the value of ECM?\*

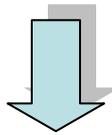
- Reduce operating costs
  - In both the public and commercial sectors, *15-20% of an organization's revenue or funding* is spent creating, managing and distributing documents
- Do more with less
  - Reduce need to hire new employees as the workforce ages/retires
- Reduce risk
  - Aging population will increase demand for services
  - 67% of US workers are in positions where "*knowledge*" is the product
  - Assists in attracting young workforce by transforming image of state government as "paper pushers"
- Manage FOIA and eDiscovery requests better
  - The average worker spends 50-80% of his/her time looking for information
  - PC users spend 7.5% of their time seeking misplaced files – at \$60K (\$30/hr.) annual compensation is *\$4,500 per person*
- Share information (collaborate)
  - 90% of a business's information is in documents, not database – or, '*90% of an organization's memory is on paper*'
  - 80% of digital documents are stored on local hard drives
  - 60% of people's "*time*" is spent working with documents



\*Based on multiple industry sources, e.g. AIIM, Gartner, PC Magazine, etc.

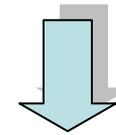
# Case Study – Norfolk Human Services

## Existing Paper Costs



**\$242K per year**

## Shared Services Costs



**\$195K per year**

### Assumptions

- 1.8M pages of paper per year supporting 45K intake activities
- Shared Services cost includes estimated costs for 300 users and implementation fees that are shared across 30 local agencies – existing scan solution to be leveraged
- Existing paper costs only include printing, copying, paper, and folder costs – does not include file room space and file cabinets

***ECM Shares Services pays for itself on supply costs alone...***

# Justifying Shared Services

## *What do you spend on...?*

- File room/paper storage warehouse space
- File cabinets
- Supplies – paper and file folders
- Printing, filing, coping, retrieving, distributing, and mailing paper
- “Born digital” document storage

## *Other cost considerations...?*

- Increased productivity (e.g. reduced cycle times, faster access to content, increased data captured in shorter time span, ability to work remotely)
- FOIA and legal discovery requests
- Legal and compliance exposure
- Disaster recovery exposure