

Whitepaper:

Document & Content Management Software (DCMS)

**Technology is revolutionising content management. Explore multifaceted access rights, fortified security and other benefits by getting in touch today.**



Businesses of all sizes are being impacted by technology, with digitisation being used to streamline processes and improve workflows. A diverse range of departments including sales, marketing, HR, finance, accounts and many more, are all benefiting from the sweeping power of the digital revolution.

Content management covers not just documents, but files in multi formats including audio and visual content. Taking a few moments to look at the type of content and how you store it, is the first step in your digital transformation journey which can help you reduce your reliance on paper.

This analytical process will make you really study how your content is relayed and transferred between colleagues, which can also help you drill down into any areas for improvement around cyber security.

## Saving documents and accessing files more efficiently

An average of 120 minutes *every day* is spent by employees searching for information. Think about how those extra 10 hours a week can benefit your company. Help employees and colleagues by empowering them to utilise intuitive, specialist software. Not only will they constitute a happier workforce as you are minimising frustration caused by endless searching for critical information; you are also adding value to your bottom line.

By investing in a document and content management system (DCMS), you are positioning yourself as a digital-first organisation. You will be seen a trailblazer championing innovation using data and analytics. You are laying the foundation for use for artificial intelligence, implementation of agile business processes and the early adoption of tools that will bolster your place as a market leader in the field.

The first step in your digital transformation journey is to understand the importance of a DCMS. You understand that it is software that will be easy to navigate, user-friendly and safely store your business-critical documents for peace of mind. The second step is to find a DCMS that will suit your needs.



# Why you need a Document and Content Management System

## Champion flexible working by enabling employees to work from home

According to a recent survey by the Office of National Statistics (ONS), of the 32.6 million in employment, a third reported working mainly from home. During the coronavirus pandemic, this figure has undoubtedly skyrocketed as the government tries containment of the virus via social distancing and home-working for all, bar key workers. If you're a company looking to embrace agile working and its myriad benefits – mental health and wellbeing of employees are just two positives – then make a DCMS the beating heart of your operation. Think of a DCMS as a clever, intuitive assistant that enables you to work smarter not harder.



Enabling convenient file sharing between employees means people are empowered to work anytime, anywhere. You have full control and you can set access rights for documents, creating levels of visibility to ensure confidential documents stay secure. Employees' work is not dictated by the opening times of an office, where instead, they are able to work more flexibly in the comfort of their own homes. This means people with caring responsibilities, disabilities, or those who are unable to commute during regular work hours are welcomed into a company. This wonderfully mixed talent pool thus increases diversity and equality in the workplace, making yours a truly forward-thinking organisation. The domino-effect means workers have greater job satisfaction, there is trust with the employer, plus staff retention and productivity increases exponentially – all because of flexible working facilitated by a DCMS.

## Automation of legacy processes for efficiency and speed

Automation and streamlining processes are a guaranteed benefit of implementing a DCMS. Say for example, you identify invoice approval as a labour-intensive task. Docuflow's cloud-based solution cleverly breaks down every single step of Accounts Payable invoicing and proficiently automates the process. From the moment the original document lands on your desk or in your inbox, to you creating an accounting book entry in the ERP system, Docuflow's Intelligent Indexing system minimises manual touch points. Intelligent Indexing works by intuitively picking up and automatically saving important information from PDF files, email attachments and scanned paper. This removes the need for a dedicated employee to trawl through various files, find the relevant information, then manually input the information into your system. The super-fast scanning and extraction of information from invoices to enter a customised, automated workflow keeps everything on track so you don't have to worry about it. We set up automatic triggers and alerts to keep you informed during the whole invoice life cycle; from receipt to approval, and payment, you will be informed, every step of the way.

From automation of time-critical tasks and speedy approval of holiday requests (thus fostering good employer-employee relations), automation has the power to positively impact diverse departments and your company.

## Removing paper to try and be more environmentally friendly

With green issues ranking high on the political agenda, the use of digital technology to encourage a paperless, sustainable future remains a perennial topic of discussion. One of the clear benefits of using a DCMS is to eliminate or drastically reduce paper-based processes in your business. Not only will you be cutting down on paper, but you'll also be reducing security vulnerabilities in your business. This has a direct impact on improving business continuity, as electronic files or documents cannot be



stolen, or lost as easily. Another advantage of removing paper is the amount of space that will be freed up. Think about your office and visualise your filing cabinets. They probably house several over-flowing A4 folders that are taking up valuable space. By digitising these records, you reduce physical storage for these binders of documents, and you can therefore enjoy a larger office space too. By reducing paper in your business, you can also feel good about helping the environment whilst attempting to be more environmentally friendly.

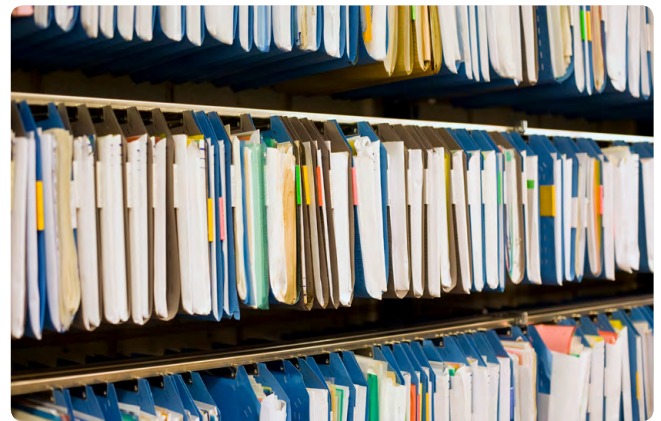
### Keep files safe and secure files 24/7

A DCMS securely saves multi-format files, including documents, audio visual content and emails to name but a few. These documents can be quickly retrieved in the click of a few buttons. This is in stark comparison to having to write down the file name to be located, physically walking to a filing cabinet, looking for the file, eventually locating it, then returning to your desk. What about the file name that you scribbled down on the piece of paper? What if you forget to shred it? A DCMS eviscerates security loop-holes such as these, as files that you need to access can be found in a few clicks or a few seconds. When you no longer need these electronic files, they can be archived, thus creating a more streamlined view to enable you to work faster and more efficiently. You have full control of these electronic files and can set access rights to create watertight levels of security. For example, your marketing department would not need to view files in your payroll department, and as such, access rights can be set accordingly. This means, high level, sensitive information such as bank information is always kept safe and secure .

### Compliance

Data protection is an important tenet of any business. As such, businesses must handle sensitive, confidential information, such as customers' address details or employees' records, with the utmost care. GDPR was the hot topic of 2018 and there continues to be a growing number of international laws which require long-term, secure storage of personal, sensitive information. Our DCMS provides Regulatory Compliance Software

Solutions and management tools to help organisations stay in compliance with regulatory bodies and industry regulations such as HIPAA, DoD, ISO and the Sarbanes-Oxley Act. With a DCMS, information is electronically filed, and access is granted to authorised personnel only, thus making it easier to comply with locking and notification schedules and deletion of data when requested. By using a DCMS, you can manage your company's financial liability and litigation risk by effectively addressing the mandates imposed by Securities and Exchange Commission, Financial Conduct Authority (FCA) et al.



### Audit preparation

If you're a company preparing for an audit, a DCMS will make your life infinitely easier for several reasons. Audits can be stressful at the best of times, and the last thing you need to worry about is where to find certain documents and how fast you can find them. On a DCMS, all the files are stored on one centralised system, meaning they can be quickly and easily located from one place. By setting access rights to sensitive files, you can filter accessibility by role and seniority level. This filtered view level means, that despite all the files being saved onto one central platform, they will not be accessed by everyone, unless they have the correct access rights. So, HR can instantly access CVs of personnel to identify for development courses, whilst finance can view invoices and balance sheets for their monthly board meeting. The file saving properties also have version control. This means you can see immediately, who worked on which document, and when. This is a boon during the auditing procedure, as it highlights transparency, accountability and ensures the correct file is always being viewed .

### Integration to streamline work processes

An effective DCMS will integrate with other systems to streamline operations and make your business work smarter and faster. For example, if you're hiring, your HR team could use a DCMS to store and access all the CVs that have come in, plus interview scripts and contracts. They could link this folder to other tools such as a talent management system, for a truly seamless user experience. Our DCMS offers full Integration with Add-ins into MS Office tools including MS Word, MS Outlook, MS Excel and MS PowerPoint. This is significant on two levels; firstly, this allows for direct content generation into the DCMS without any uploads, and secondly it allows users to pull content into MS Office tools from the DCMS. The Add-ins mean you can save email attachments regardless of format (i.e. spreadsheets or PDF files) directly onto a DCMS – without having to switch between multiple folders as would usually be the case.

### An essential investment

A DCMS is more than just a document storage system. It is a worthwhile investment that will reduce manual touch-points, data entry and therefore inaccuracies and human error. A DCMS will improve workflows, streamline operations and increase the security and compliance of your document management. Unlike other enterprise class document management systems, our scalable DCMS is easy to install and can be rolled out to your entire organisation in just a few hours. You can reduce costs and work smarter without having to change

how you work, as the DCMS does all the hard work for you. Our DCMS will adapt to your existing workflows and can dramatically improve the way you deal with documents by providing the tools you need in your day-to-day activities. A DCMS is essential for small and large businesses alike. If you are a small business starting out, this will help you be super organised and get workflows in place that will stand you in great stead for when you do expand. If you're a global company, you can serve your partners and customers from across the globe, by providing localised messages to individual users, via our DCMS that uses Multi Language Support.



A DCMS is essential for any organisation, regardless of size, aiming to work smarter with a happier, more productive workforce. Let us show you the benefits of our DCMS and how it can streamline operations and empower employees.

**Get in touch today or  
book your personal webinar here**



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