

Secure document management for financial advisors:

The Paperless Office
How Do We Get There?



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Documents!



- Essential to business
- Legal Requirements
- Privacy Obligations (PIPEDA)
- Some are paper, some are electronic
- Too Many of them!



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Document Management!



- Largest untracked costs in business
 - What are your hardware costs?
 - What are your labour costs?
 - What are supply costs?
 - What are your service costs?



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Paper Files - Benefits



- We like paper because...
 - Tangible, portable and easy* to read
 - Easy to view several pages at once
 - Notes and markup ability
 - Easy to structure / order information
 - Comfortable – we are used to it

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Paper Files - Problems



- Expensive
 - Printing and re-printing
 - Photocopying
 - Paper and toner
 - Filing space / storage
 - Mailing / shipping
 - Hard on the environment

- The average document is **photocopied 19 times**
- A single FAX machine costs \$6,200 per year
- The average time to manually FAX a document is 8 minutes.
- The average courier cost: between \$8 and \$15.

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Paper Files - Problems



- Difficult to Manage
 - Time required to retrieve documents
 - Time and cost to replace misplaced or lost files
 - No remote access

- \$20 in labor to file
- \$120 in labor to find a misfiled document
- \$220 in labor to reproduce a lost document.

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Paper Files - Problems



- Security
 - Restricting access
 - Restricting modification
 - Difficult to audit access and document modifications
 - Maintaining PIPEDA* (privacy) compliance
- Extremely expensive to back-up

**Personal Information Protection and Electronic Documents Act*

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E-Documents - Benefits



- Benefits
 - Easier to back up
 - Takes up less physical space
 - Remote access and highly portable
 - Easy to share (email, thumb drive, etc.)
 - Potentially much faster retrieval



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E-Documents - Problems

- Finding documents could be tricky
 - Inconsistent file naming
 - Complex folder trees
 - Difficult to view the full document and navigate to the page needed
- May still require printing and re-scanning for signatures

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E-Documents - Problems

- Access / rights are all or nothing
 - No control over move, modify, delete
- No ability to audit access or activity with the documents

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The SOLUTION

Electronic Document Management Systems (EDMS)

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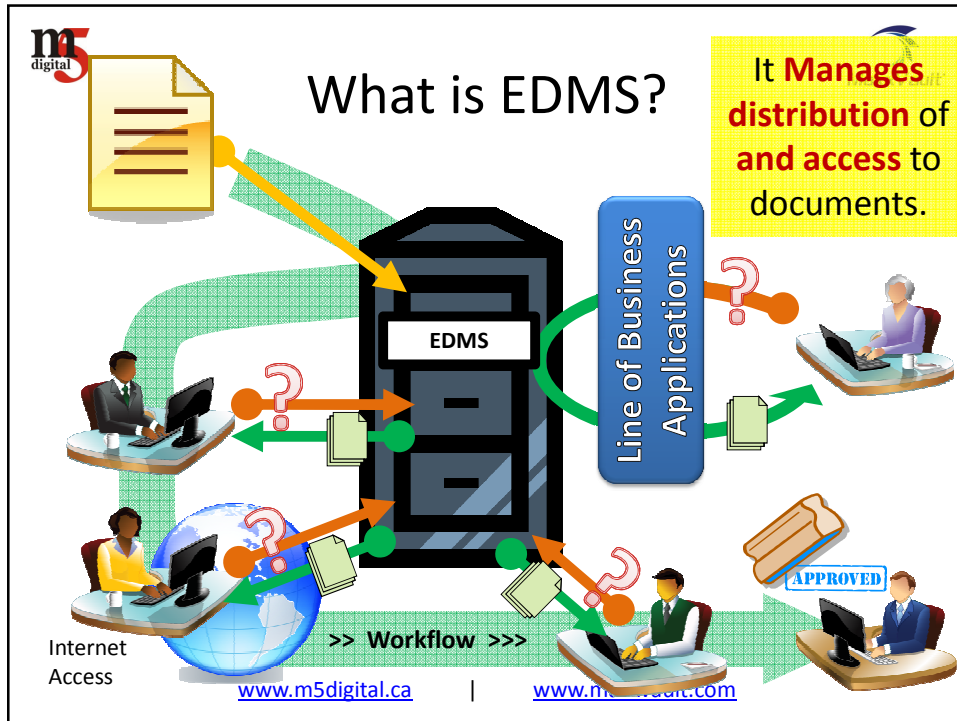
What is EDMS?

- An electronic filing cabinet...
- It is like a file folder tree on your computer...
- On steroids!

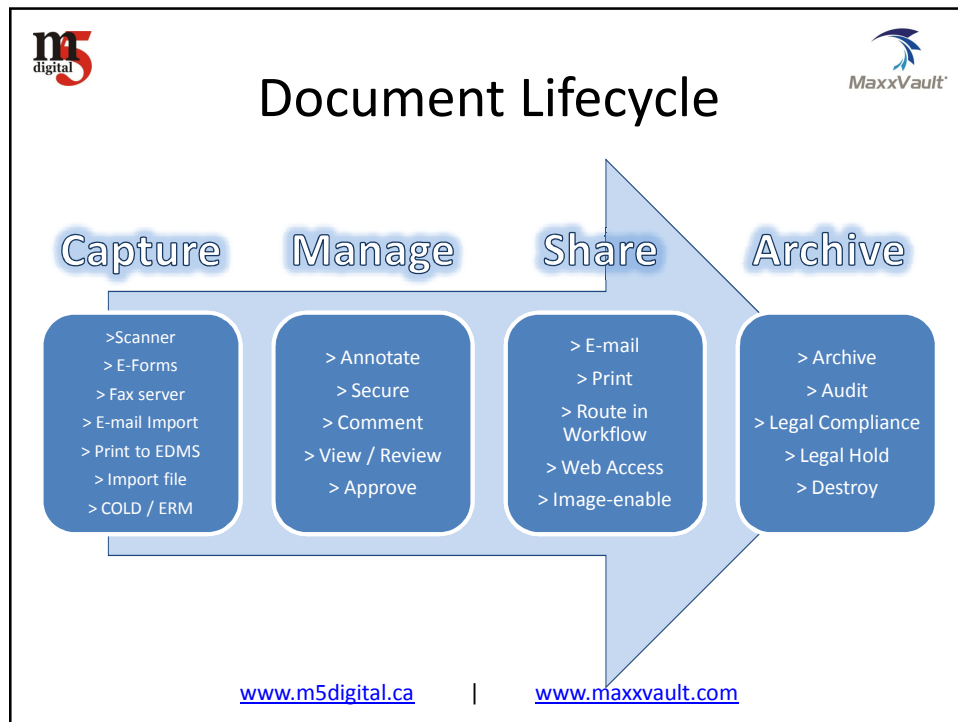
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- Why EDMS?**
- **Secure** – requires login credentials
 - Multiple security levels – easy to set
 - Quick access to document
 - **Retention scheduling**
 - Manipulate as if they were paper
 - Less expensive than paper
 - Automate document workflows
- Technology
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Payoffs: Efficiencies

- *Rapid* access to documents from the desktop
- No lost/misplaced documents
- Document workflow – faster processing
- Simultaneous access for multiple users in multiple locations
- Ease of Collaboration

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Payoff: Cost Savings

- Less **photocopies / prints**
- Reduced shipping and courier costs
- Recoup floor space
- No off-site storage



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Payoff: Compliance

- **Security levels:** document, user, group to ensure privacy / PIPEDA compliance
- Complete **system user and document auditing**
- Build archiving and retention rules to suit your business requirements



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Payoff: Compliance

- Records management
 - Ensure documents are kept and destroyed according to legal requirements
- **Business continuity**
 - Superior information protection and back-up
- Rapid lawsuit/dispute resolution



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Payoff: Customer Service

- Rapid dispute resolution
- Instant availability of documents
- **Fax or e-mail documents** with a “click”
 - Reduce call backs and time spent on the phone
 - Post customer / partner documents in a **secure, searchable portal**



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How Do I Select An EDMS?

- What is your main need?
 - How will you use/find the documents when stored?
 - Active workflow or just an archive?
 - How many people need access? Remote access?
 - How do I get my documents in?
 - What legal requirements?



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How Do I Select An EDMS?

- What documents?
 - Best ROI comes when including all documents: AP, AR, HR, etc.
- How are documents stored?
 - Are they encrypted or otherwise transformed?
- Can you start in one department and grow?
 - What costs are associated with growth?
 - Could you outgrow the system?
 - If using an imaging system from a LOB – can it cover all docs?

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How Do I Select An EDMS?

- ROI – don't underestimate the soft costs
 - Compliance & security (PIPEDA)
 - Back-up / business continuity
- How will it interface with my current systems?
- Is it easy to learn and use?
- What happens when I want to migrate to a new system?
- Is there any support?

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Hardware Considerations



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Hardware



- Desktop Scanners – Advantages
 - Usually right at your workstation
 - Can be much faster
 - Best used for bulk/production scanning
- Desktop Scanners – Disadvantages
 - Can be expensive for a 1-use item (lots of scanning required to justify expense)
 - Usually not available on the network



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Hardware



- MFPs - Advantages
 - Multi-use
 - Saves space - networkable
 - One point for scans, prints, copies, faxes
 - Only one product to learn
 - Only one set of supplies
 - More cost efficient* (Laser, not Ink Jet)
 - Less hardware to purchase and maintain
 - Better for the environment



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Hardware

- MFP – Disadvantages
 - Not at workstation
 - Prints to public area
 - Documents stored locally on the hard drive – potential security risk

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Fax Capture

- Eliminate paper with “**Fax Forwarding**”
 - Routs fax to email
 - Can then be imported into EDMS
 - Can fax directly from EDMS as well – no paper
 - **Better security**
 - Reduce paper consumption



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Hardware Considerations

- Service
- Environmental impact
- What type of scanner do you need?
- Security on the MFP – how much and what type?
- How much time are you willing to spend learning the products?
- Can the Hardware handle your workload?
(scanning, printing)

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Hardware Considerations

- When do you expect ROI on your hardware investment?
 - What are the true costs?
 - *Supplies, service, reliability, number of machines, productivity, security*

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Summary

Control the cost of managing your business!

- Eliminate paper expense and filing headaches
- Find documents fast
- Meet regulatory **compliance for management, auditing and privacy**
- **Protect your company's vital info**
- **Hardware** can help reduce cost and **secure documents.**



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M5 No Risk Warranty

100 percent 90-day, money-back guarantee

Should the recommended equipment not perform within the manufacturer's specifications

60 months performance guarantee

Should the equipment not perform to the manufacturer's specifications or prove to be unreliable, m5digital will replace the equipment on a "like-for-like" basis at no extra charge.

Loaners

A "like-for-like" replacement machine will be supplied in the event of a repair delay due to a back ordered part and/or should the equipment be down for more than 8 working hours (8:30am to 5:00pm ET, Monday through Friday).

Response Time

100 percent guarantee m5digital will respond to your service call within 4 working hours (8:30am to 5:00pm ET, Monday through Friday) or **we will credit** your account in the amount of **\$100.00** per incident.

No Delivery Charges or Hidden Charges

No delivery charges for supplies required for your equipment. No extra annual fees.

Note: an existing service agreement guarantees the equipment is serviced according to the manufacturer's specifications and supplies used are approved by the manufacturer. The equipment must be under an existing service agreement with m5digital for this warranty to be valid.

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