

InterPro Document Management

Inter-Optimis LLC., an InterPro Company

ELECTRONIC RECORDS MANAGEMENT COST JUSTIFICATION AREAS

(Replacement of Paper or Microfilm/fiche)

This is intended as a guideline to enable one to quantify the value of Electronic Records Retention and Management compared to hard copy (paper) or microfiche/film.

Filing Time (What is the labor and overhead cost?)

- ◆ Number of documents filed?
Labor time to file?
- ◆ Number of retrievals?
Labor time per retrieval?
- ◆ Number of new files created?
Labor time?
- ◆ Re-filing after retrieval?
Labor time?

Physical Space

- ◆ Cost of storage/floor space?

Access

- ◆ What are the current access keys(indexes) used to find documents?
What is the value of being able to retrieve by other keys?
- ◆ Purge process and labor to execute?
- ◆ How many people need access, how often and how fast?
- ◆ Where do old files with long retention go?

Document Integrity

- ◆ How often are documents lost or misfiled?
- ◆ What is the cost to try to find or reconstruct them?
- ◆ What is the cost of critical lost documents?

Document Security

- ◆ What is the cost of poor/inadequate security?

Copy Costs

- ◆ How often and at what cost (labor and machines) are documents copied?
- ◆ Mailing costs also?

Customer Service

- ◆ What is the benefit and inherent cost savings to your company and your customers if documents can be:
 - √ instantly accessible to view, fax or print
 - √ safe (never lost or misfiled)
 - √ secure (access controlled)

AND what is this worth to your company in terms of better customer service?