



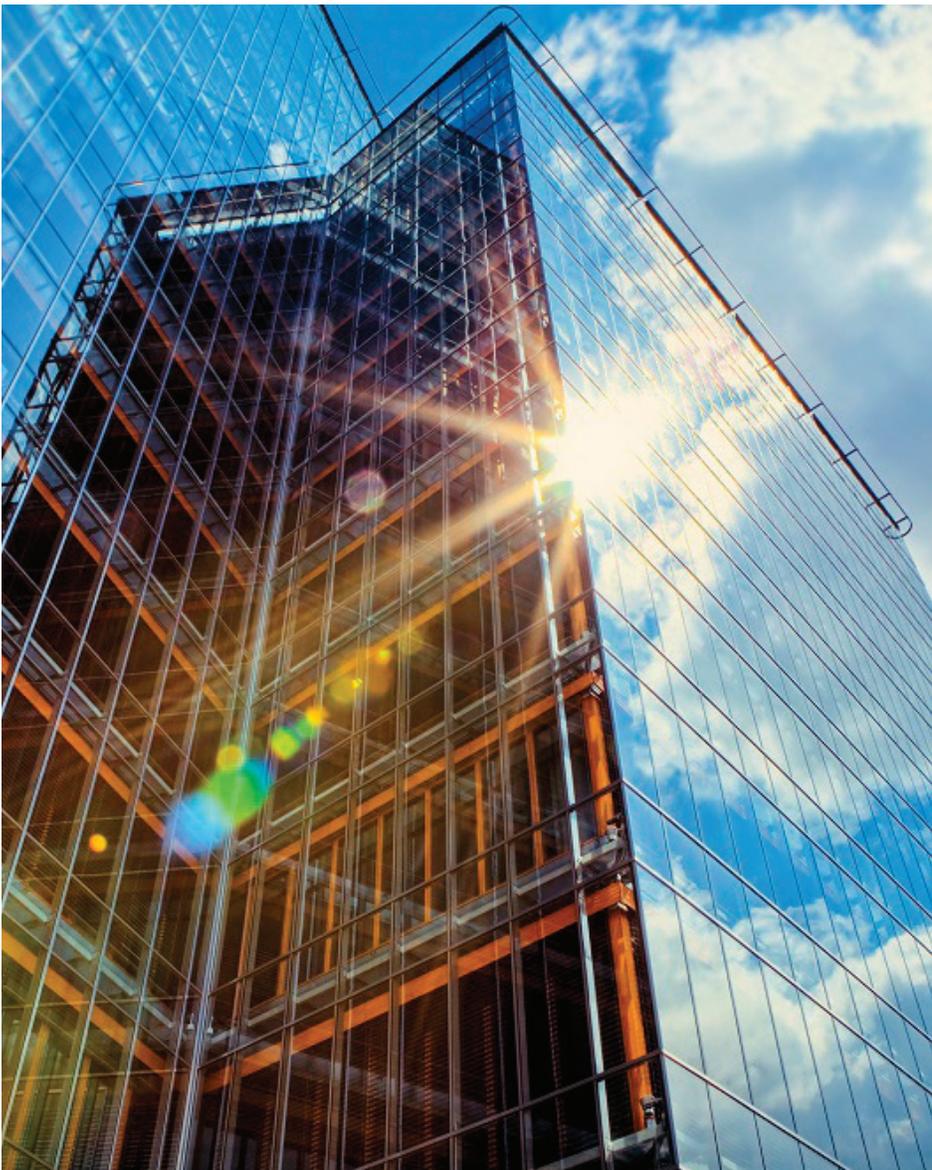
CANON BUSINESS PROCESS SERVICES, INC.

DOCUMENT SERVICES

DOCUMENT PROCESS MANAGEMENT

WHITE PAPER

# Document Process Efficiency and Management



## A CASE FOR ENHANCING BUSINESS PERFORMANCE

Business documents are vital strategic, financial, operational and intellectual assets that are essential to daily business processes. This is why outsourcing document process management enables organizations to reduce costs, increase productivity, manage document risks and enhance business performance.

# Develop a Sound Document Management Strategy to Minimize Risk and Improve Operational Efficiency

## DOCUMENT PROCESS MANAGEMENT

Document process management (DPM) outsourcing integrates technology, processes and people to seamlessly manage documents throughout their useful lifespan, from creation through archiving. DPM maximizes the utility of documents as critical business assets, and minimizes document-related risks. Strategic outsourcing enables an enterprise to design and execute a sound program customized to meet your business objectives at, potentially, a reduced cost.

Documents flow throughout the veins of an enterprise. They exist in multiple locations, formats and media, including electronic and paper. They contain information upon which much of a company's value is based. Business documents are vital strategic, financial, operational and intellectual assets that play an essential role in business processes. They constitute the lifeblood of an organization. Yet half of organizations rate their document management practices as less than effective. While it's important to do so, few conduct assessments to analyze, streamline and optimize their document processes.

Corporate accountability, regulatory compliance and increasing customer expectation for immediacy drive the increased importance of a sound document management strategy. Each day, a company's knowledge workers create, distribute, print, store, access, share and archive thousands of documents. This proliferation creates a compelling need to ensure that documents are efficiently controlled and managed. Effectively managing document assets throughout the complete lifecycle and workflow enhances business performance, and proactively insulates against risk. To accomplish this, a well-executed

document process management strategy is vital for every organization.

Attempting to manage multiple types of documents in different formats and workflows, especially those that touch many points in an organization, results in a structure where costs are hidden, unmanaged and uncontrolled. This haphazard approach drains capital, impedes employee productivity and reduces shareholder value. Failure to treat business documents as vital assets and to manage them throughout their useful lifecycle diminishes utility, decreases efficiency and increases an organization's operational risk.

Burgeoning technologies have brought new, often siloed processes that involve the creation and distribution of information and documents. These can include diverse functions such as records and database management, electronic mail management, and document printing and finishing. Similarly, workplace collaboration tools, ERP, CRM and content management systems contain information in various formats, while facilitating workflows. The challenge is to integrate processes and platforms in ways that will seamlessly manage and control documents.

**A sound document management strategy must encompass paper and electronic documents, as well as unstructured and structured information.**



FIGURE 1

#### COMPONENTS OF AN EFFECTIVE DOCUMENT PROCESS MANAGEMENT STRATEGY

**+ Business Driven**

Focused, centralized and aligned with business requirements

**+ Integrated**

Unified across media, formats, enterprise functional areas and locations

**+ Policy Based**

Clear, consistent and enforced

**+ Risk Management**

Oriented to minimize compliance, litigation, financial and operational business risks

**+ Continuous Improvement**

Innovation focused, utilizing performance management and benchmarking tools to identify and apply best practices

## Optimize Your Business Information to Improve Internal Processes Across the Enterprise

The speed and accuracy at which information can be accessed can be critical in today's business environment. Since documents contain essential business information, it is imperative to manage them with the same care given to other valuable business assets. Document process management utilizes integrated lifecycle services to manage critical business document assets throughout their lifespan of value, from creation through archiving. This seamless, integrated approach operates across different media, formats and locations. It provides efficient, agile, secure access throughout a document's lifecycle, according to value, as well as operational and compliance requirements.

Document process management facilitates document access and retrieval so that the right people can find the right information at the time when it will

provide business value. Effective implementation optimizes business value and mitigates legal, financial and operational document risk. Analyzing document requirements and ensuring that systems meet common criteria certification guidelines reduce the risk of unauthorized printing and information theft, and provide a safer network operating environment. Document process management is an overarching strategy that recognizes how to manage documents as assets, through their lifespan of value.

#### CHOOSING THE BEST DOCUMENT PROCESS MANAGEMENT COMPANY

An expert provider of document process outsourcing services helps organizations reduce costs, increase productivity, manage document risks and enhance business performance. We use an end-to-end approach to operational excellence (See Figure 2). This methodology is a

FIGURE 2



framework for assessment, design, transition, management and continuous improvement. Prime document outsourcing partners must excel in three key areas:

- 1) Strong expertise in document-intensive business processes, and deep understanding of industry requirements
- 2) World-class technology and access to innovative, unbiased solutions
- 3) Knowledgeable, experienced and quality teams

**THE BEST MUST OFFER A RANGE OF EXCEPTIONAL DOCUMENT SERVICE CAPABILITIES:**

- + Document assessment
- + Print and copy management
- + Fleet/asset management
- + Imaging management
- + Records management
- + Comprehensive mail services
- + Business performance management and best practices benchmarking tools

**WHY CANON BUSINESS PROCESS SERVICES IMPROVES BUSINESS PERFORMANCE**

Canon Business Process Services is one of the world’s leading providers of document process management services. The company seamlessly integrates technology, processes and people to manage document assets throughout their life-span of value.

Canon Business Process Services solutions span print and copy management, fleet management, comprehensive mail services, imaging, records management and professional document assessment services. Advanced business performance management software and benchmarking tools support document best practices and innovation for the future.

Canon Business Process Services outsourcing solutions help organizations reduce and control costs, increase productivity, manage document risk, and enhance business performance.

**Advancing Business Performance to a Higher Level**

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a “20 Most Promising Legal Technology Solution Provider.”

Learn more at [cbps.canon.com](http://cbps.canon.com) and follow us on Twitter @CanonBPO

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