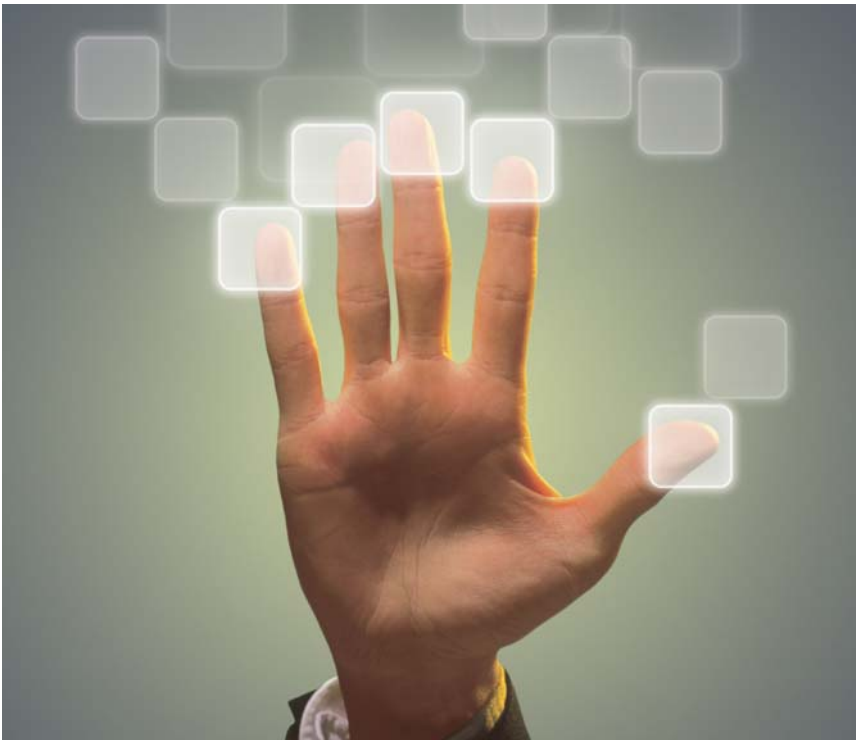


## **THE DIRTY DOZEN**

### **12 SIGNS OF AN INEFFICIENT AND COSTLY DOCUMENT OUTPUT INFRASTRUCTURE**



## The Dirty Dozen ... 12 Signs of an Inefficient and Costly Document Output Infrastructure

### 1. Regulatory Requirement to Archive Documents

Local, state and federal requirements to archive certain documents and records has been on the rise. To meet these requirements, your company has turned to a records management firm that offer services including pickup and delivery, document preparation and search in addition to warehousing. Often, the mandated term for archiving a document exceeds the typical employee tenure. As a result of this and other factors, documents have been warehoused twice as long as required by law at enormous waste.

### 2. On-demand Document Retrieval

Requirements Upon request, your company must make records available within a given timeframe to auditors, customers or regulators.

### 3. Frequent Document and Content Revisions

Critical documents within your company such as contracts, manuscripts and price lists tend to undergo repeated and significant change, posing challenges in version control. The cost associated with out-of-date material can vary from minor (additional work or inconvenience) to significant (out-of-date price list, wrong version of a contract).

### 4. Single Function Copiers/Printers

Studies indicate that printers outnumber copiers by a ratio of nearly 10 to one. The proliferation of single-function printers in your company has resulted in a multitude of brands and models, leading to increased support costs and potentially, high operating

### 5. Ad hoc Records Management/Disposal

Your company lacks a documented records management (RM) policy or doesn't implement the one in place. However, the previously mundane task of RM has become high profile, as accounting scandals and the subsequent passage of the Sarbanes-Oxley Act have highlighted the urgent need for a disciplined, cross-functional RM strategy.

### 6. Roles-based Document Security Requirements

Your company handles sensitive and/or private data and must take precautions to ensure that access to protected documents is secure. Paper-based archive and retrieval methods are particularly susceptible to breaches in security. The Health Insurance Portability and Accountability Act (HIPAA) is an excellent example of a government regulation mandating the implementation of a roles-based document security system.

### **7. Regularly Outsourced Document Production**

Your company has special document finishing/reproduction characteristics, which lead you to frequently outsource the production of certain jobs. Typically, the reasons for outsourcing include one or more of the following: finishing (binding, stapling, folding, booklet making), color requirements, large volume needs, etc.

### **8. Multiple Hardware Vendors/and Product Brands**

Your company utilizes copier, printers, faxes and scanners from various manufacturers and has leases/contracts with multiple office supply companies. Internal support costs including IT support, purchase order and invoice processing, vendor maintenance and account reconciliation are highly correlated to the number of unique vendors and product models deployed.

### **9. Manuals, Training and Compliance Documentation**

These documents are often voluminous and, therefore, costly to produce and distribute. Your company prints and keeps large quantities of these documents in inventory in order to keep production costs down, only to discard a substantial portion of the inventory due to obsolescence.

### **10. Frequent Use of Pre-printed Forms**

Your company uses pre-printed forms, often in conjunction with antiquated impact printers, and spends thousands of dollars a month on re-orders.

### **11. On-Site Storage**

Your company uses valuable office space to house steel filing cabinets, for use as document storage rooms and other means of physical document storage.

### **12. Collaborative Document Creation Process**

Documents within your company require collaboration among employees to produce a final product. Project collaboration involves multiple locations, incompatible software applications, etc., which has hampered employee productivity and has resulted in countless wasted hours of employee time.