



Streamlining Processes Will Increase Efficiencies in the ECM Arena

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We are seeing more and more consolidation in the ECM space; most recently, the acquisition of FileNet by IBM, prior to that EMC's acquisition of Captiva Software, and now SharePoint is gaining more mind-share in both small and big organizations.

The reason for this growing trend is two fold: 1) the emergence of ECM as a mainstream technology; 2) the need for streamlining operations, which yields high-efficiency in business processes and increases business output.

When the term "Workflow" was first introduced in the Document Management world in the late 1980s, its function was to easily automate digital business processes, hence streamlining operations. Back then, however, many Workflow modules were cumbersome, complicated, proprietary, and difficult to program and deploy. Once implemented, however, the benefits outweighed the challenges.

Nowadays, Workflow has become a more mainstream term. Furthermore, the term Workflow can now be used in several variations (not just software manufacturers) and approaches to provide process automation. Many multi-function manufacturing companies, like Xerox for example, offer a workflow module with its system. Another example would be Visioneer, Inc., which is focusing its engineering efforts on OneTouch (OT) capture software as part of its Workflow solution offering to the growing requirements for both efficiency and streamlining of operations. The OneTouch software is built on the ease-of-use concept and open-system architecture for easy integration with 3rd party software, like EMC eRoom, Kofax Ascent, Xerox DocuShare, Microsoft SharePoint, etc.

At the request of many of our customers to streamline their processes, additional development efforts have been allocated to enhancing the OneTouch scanning capability, which can eliminate up to 10 steps in data capture/process by simply pre-selecting a destination (up to 99) with its entire configuration (DPI, color, simplex or duplex, etc.); and just like that, the information is automatically captured and transferred to the pre-selected destination and in an electronic format. Many workflow and collaboration users can prompt/initiate the workflow soon after the data has been captured, thus streamlining their operations; therefore, improving efficiency. From an

efficiency standpoint, this approach represents great savings of time, money and resources from small to large organization regardless of their business vertical.

“C” level executives face many challenges associated with business processes regardless of their industry. The Computer and Internet age have changed the way we do business forever. Access to structured data and information in a dynamic manner has become the “Mission Critical Application” of every business person. Without a well-thought of process automation (hardware or software) many organizations will fail to compete and grow.

The good news is we are seeing more open dialog between customers and vendors to address the growing need for business process automation. The key objective for both customers and vendors is to design solutions based on open-system-architecture to insure seamless integration and migration to the next technology platform.