

How Much Are Lost Documents Costing You?

According to recent statistics from PricewaterhouseCoopers, 7.5 percent of all business documents get lost and 3 percent get misfiled. Lost documents not only cost you time and energy, but can also lead to poor customer service, decreased productivity and legal consequences. So, what can you do to avoid disorganization and increase efficiency at your company?

Implement a Document-storage Policy: Simplify the filing process by creating a document policy for your company. This should include standardizing your file-naming and indexing procedures to reduce confusion.

Consider Scanning: You don't have to go paperless to implement file scanning into your document-storage system. Scanning can reduce filing costs, improve organization and simplify the entire search process.

Partner with a Document Management Provider: By hiring a reputable document management service provider your company can save time and money in the long run. These companies can also streamline your print and electronic files and also provide ongoing support.



How to Get Along in the Office

Here are some tips to help you tolerate disagreeable personalities in the office and work effectively alongside them.

Look at their Pros: Even at their worst, everyone has positive qualities. When a co-worker is at their worst, try to ignore ugly behavior and focus on the good things about them.

Connect with Them: You don't have to become best friends, but getting to know fellow employees on a personal basis, even a little, can lead to better relations in your professional relationships.

Try to Understand: Take the time to consider the offending co-worker's personal or work situation, which could lead to more understanding on your part. Understanding their motivation and where they're coming from can make the behavior more tolerable.

Nip It In the Bud: Resolve problems or disputes as quickly as possible to defuse matters and prevent things from escalating. Remain solution-oriented, and take the highroad if necessary to keep the peace.

Thrive Outside of the Office with Mobile Technology

Advancements in technology have made it possible not only for you to do your job outside of the office, but to do it well. Mobile technology enables employees to access company data and resources offsite and away from their desks. This freedom allows employees to be more productive regardless of the location.

Laptop computers, tablets, and smartphones utilize a variety of communication technologies to connect remote employees to the people, resources, and data they need to do their job. Mobile technology allows you to connect with those you need to reach and enables interaction and collaboration with others remotely. Mobile technology connect with your data as well, providing real-time access to information and applications. Mobile printing now empowers mobile workers to print documents they need on-the-go.

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BIG Benefits of Outsourcing IT

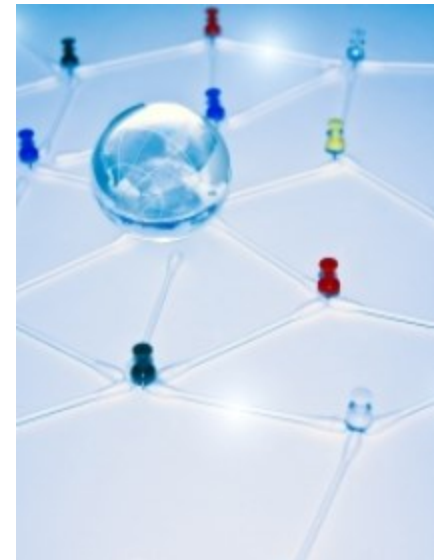
Information Technology (IT) outsourcing is a commonly adopted business practice because it provides companies the flexibility to grow, while also allowing them to focus their staff's time and effort on core competencies.

The rationale for outsourcing your IT services is that instead of struggling to inefficiently perform these low-level but critical tasks internally, outsourcing them to an expert to increase financial and staff efficiencies.

If you're still on the fence about outsourcing, consider the following benefits of hiring an IT service provider:

- **Control your costs:** Setting up an in-house IT department can get very expensive. Outsourcing your IT needs can save your company money by controlling costs with a single vendor that offers flat-fee services, covering all ongoing support and service. Or, if you work with an outside contractor who comes on-site to provide service and network support, you will only have to pay for the services rendered.
- **More time for staff to focus on core business functions:** If you have a reliable service handling your IT requirements, your employees' work load will lighten and they can focus their energy on more critical tasks.
- **Save on training costs and capital expenditures:** Hiring an external IT vendor makes good business sense because they can handle everything, including the hiring and training of skilled personnel—tasks that would take significant time and money to accomplish in-house.
- **Receive access to specialized skills:** While many companies with in-house IT departments have very skilled employees on staff, the reality is that by outsourcing your IT services you have greater access to a wide range of specialized skills. IT vendors usually have a diversified team and extended network of skilled technicians with a variety of skills.
- **Minimize the impact of rapid changes in technology:** IT vendors make it their business to stay up to date with the latest software releases, hardware products, and new security updates and vulnerabilities. This minimizes your risk of being hacked, and increases your ability to maximize your existing infrastructure with regular software updates.

Contact us today to learn how your company can benefit from IT outsourcing!





Got a minute? Learn why Document Management makes sense.

Find out how much your business can save with a document management solution. Go to: <http://findmydocumentsolutions.com>

Visit us at www.docuware.com 

DocuWare Streamlines a School District's Hiring Processes

Requirements: ISD 196 began looking for an integrated document management solution that could streamline their hiring practices and allow hiring supervisors to search the applicant pool by qualifications. They needed to improve the security of employee files and make them easier to maintain. Future plans need to include electronic storage of student transcripts and records for easy access and printing.

Solution: Today, applications, resumes and letters of recommendation are scanned and manually indexed by name, licenses and coaching qualifications. Next, they are stored in the applicants' DocuWare file cabinet. Those needing to fill a position can access the applicant file cabinet online and instantly narrow the applicant pool by searching for an individual with specific qualifications.



Achieving the Paperless Office

The document imaging industry has been talking about creating a paperless workplace for years. An important tool in the effort to reduce paper is document management software which allows businesses to scan paper documents to create a searchable and secure electronic filing system on the computer network.

Document management systems can save time and money. One in ten documents will either be lost or misfiled during its useful life, and it can cost \$350 in employee time to recreate a lost document. In addition to productivity and the cost to recreate lost documents, document management software makes sense:

Storage Cost - Storing data has dropped to as little as \$1 or less per GB.

Advanced Scanning Technology - Copiers and MFPs allow documents to be scanned quickly.

Regulatory Compliance - The government has regulations to safeguard information.



Improving Student Services with DocuWare

Requirements - Tompkins Cortland Community College (TC3) needed a better way to store and access the information contained in each student folder. Many different student service offices needed to access them. Using a paper system meant that the folder could only physically be in one place at a time. To view a student folder, a staff member had to leave their desk to retrieve the folder from the file room or the last office that viewed it. The college had previously digitized all 40,000 of their permanent record cards, but the system used was outdated and no longer met the needs of this growing college.

Solution - An Authorized DocuWare Partner implemented DocuWare at the college. Today, TC3 has four scanning stations and over 100 staff members using the solution. In the Registrars office, all existing student folders were scanned and indexed. Now, information is digitized as it is received using the student number as a matchcode to automatically fill in the remaining index fields. Permanent record card images were migrated into the new solution, eliminating the colleges dependency on a fading system.

Avoiding the IT Money Pit

Though many businesses still require an in-house IT manager, it could make sense to outsource some IT functions to a local solution provider, so that in-house IT staff can focus on critical projects. But, choosing the right IT solution can be challenging. To help you keep your IT spending under control, here are some indicators that "good enough" IT might be right for your business:

If you have a smaller budget. If you don't need cutting-edge equipment or 24/7 monitoring and service, don't pay for it.

If IT isn't a critical function of your business. If brief downtimes won't significantly hinder your business, you probably don't need to pay for IT services that guarantee repairs within a few hours.

If you have fewer than ten employees. With very few employees and less equipment, you probably only need basic IT support and hardware controls to effectively and affordably manage your team.

Before partnering with an IT service provider, research local vendors and find one with an IT solution that meets your specific needs.



Hot Products

Atlanticare Managed Print Services

Document output in any company today is critical. Unfortunately, the systems supporting document output usually grow ad hoc and are not included in any strategic plan.



Industry statistics indicate that most companies spend between 1% and 3% of their annual revenue* on document output alone. Another statistic claims that the average cost of producing documents equates to 40% of a company's labor cost. *Gartner, Inc.

If these statistics hold true for your company, your document output costs are much greater than you thought.

Atlanticare IT Managed Services

To stay competitive today you have to leverage technology. As you merge these technologies with your business processes and workflows, keeping those technologies running smoothly becomes extremely important.



Atlantic's Managed IT Service monitors all your network devices from one central location, keeping your technology systems running at peak levels and available all the time.

Now you can focus on growing your business by dedicating all your resources to your business, not your technology systems.



Company	Date	Due Date	Sum
Imaging Systems	8/5/2009	2/1/2011	8,152.00
Rapid Transport	10/30/2010	7/28/2011	493.21

DocuWare Task Manager

Improve Your Company's Workflow & Easily Automate Daily Business Processes

Use DocuWare Task Manager to organize daily work. Distribute documents promptly and efficiently to eliminate work slow-downs and bottlenecks. Find out how the Task Manager with Task List and E-Mail Notification can make your daily processes much easier to manage. Here is another reason to check out Task Manager: It's a great way to keep colleagues that travel in the business process loop. Not being in the office becomes no excuse for not being in the know.

Task Manager is a license that enables two features in DocuWare – the Task List in Web Client and E-Mail Notification. Think of the Task List as an RSS feed for office work. DocuWare gathers the pending jobs and all you need to do is open DocuWare Web Client, click on the Task List and complete the task, which then it is removed from your list (unlike in a feed). This helps eliminate the work slow-downs and bottlenecks. In turn, the E-Mail Notification automatically lets you know when a new document has arrived. The e-mail includes a link to the document in your Task List.