

# Document Solutions

Document Management,  
Imaging and COLD/ERM



## APPLICATIONS:

- Accounts Payable
- Banking
- Correspondence
- County Government
- Credit Unions
- Customer Service
- Education
- Federal Government
- Financial Services
- Human Resources
- Law Enforcement
- Manufacturing
- Membership
- Mortgage & Lending
- Patient Billing & Records
- Shipping & Distribution
- Student Records
- Transportation

EMC<sup>2</sup> | documentum

PARTNER

## WHAT IS POSSIBLE

Do you have any parts (or functions) within your organization that are driven by, and are bound to, documentation? Do you have Accounts Payable, Accounts Receivables, Customer Service, Member Service, or Shipping functions to name a few? What would it mean if you could take all of that paperwork and eliminate the mundane and large amounts of time spent photocopying it, looking for it, sending it to someone else, and filing it?

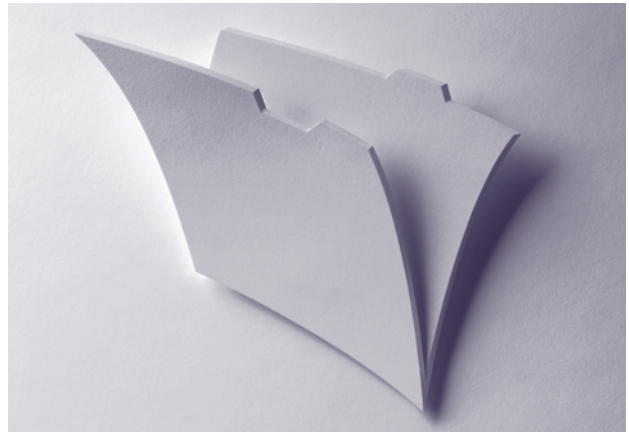
It has been said that 90% of the time that people spend handling documents or forms is time spent just getting the information (*documents*) organized and usable for a particular task or business process. And less than 10% of their time is actually spent on doing the work. Document Management solutions address the big picture by capturing documents electronically and putting them to work immediately.

## WHAT IT DOES

Document Management solutions apply database technology with high volume imaging (a.k.a.) document capture, for converting paper forms or documents into digital images which are ultimately cataloged into a database for easy retrieval.

Over the years, the term "document management" has evolved to include on-line management of many types of document formats including computer reports from main-frames, desktop PC files (such as spreadsheets or letters), Adobe PDF (Portable Document Format) files, email messages and much more. In fact, anything that can be stored as a file on a hard-disk can be indexed as a document in a document management system database.

# Document Solutions



NMS Imaging approaches document management much like building a custom house. We start by taking a holistic at your business process and document management or workflow. After establishing objectives to measure and guide your project, our first step is to analyze users for retrieval needs. From there each project takes on a life of its own.

We start in a framing phase where we gather together all of your environmental variables like users, documents, systems and business processes. Then we take that information and work through a design phase where we review all of the possibilities of a solution with you, until we have it just right. After a design is complete, then we go into the building phase to integrate and implement the solution that meets your requirements.

Working through several more phases that include deployment, training and conversion services, NMS Imaging applies our Solution Lifecycle to guarantee meaningful, sustainable value that grows with your organization.

Beyond the database and document capture technology, every document management solution also includes two other critical components; enterprise security, and high-volume storage. The high volume storage sub-system is the central archive for all of your organizations document assets. Security offers access to document information which can be divided or accessible only to certain workgroups or individuals. Other user functions may be enabled or disabled, such as the ability to add or change a document, or the ability to print, fax or email a document.

## HOW IT WORKS

The core components - the database, document capture, high-volume storage and enterprise security, are all masked to the everyday user through a simple web browser interface or a MS Windows™ GUI (Graphical User Interface). For most users, an ordinary browser will do. When they need to look up a record, they click a link to the appropriate document catalog. After entering a user name and password, they are presented with the database index fields used to catalog the document collection. The user can enter an index value such as a customer number or last name, and then press a query button to see all document records matching the value. Simple point and click actions allow the user to view the document, as well as perform a vast range of functions such as printing or saving it off-line.

This doesn't nearly begin to explain all of the possible features and functions of a document management solution. It merely describes the basics. In fact, a simple brochure that could explain all the possible functions would look more like a text book. There are many ways in which to integrate document management with other enterprise systems such as CRM, ERP, e-Commerce, financial management systems, and the list goes on. In many cases, most of the log-in and navigation functions of the document management system are performed automatically depending on how we integrate document management into your enterprise environment.



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