

# Smarter document management with Xerox DocuShare

Smarter document management—the ability to handle documents more effectively, control costs, and increase resource efficiency—is critical to the success of any office seeking to achieve operational improvements in a meaningful way. It isn't about eliminating paper, but about streamlining how the information moves from hard copy to soft copy, allowing everyone in the office to access and use the content exactly when they need to.

Achieving smarter document management requires understanding the people and processes that shape the workplace and analyzing the content types and information channels that workers interact with. Integrating your office equipment with an imaging and document management application allows you to effectively extend the capabilities of that machine and make those who use it more productive. The result: smarter document management.



## Unleash office productivity

A smarter document management solution should not disrupt the way you do business today. It should enable users to work with the software and processes already in place instead of introducing a lot of new products and procedures. It should also give businesses total control over who and how people use the system, providing both central management

of the entire Enterprise Content Management (ECM) process and easy, flexible, secure access to everyone in the extended organization. In short, smarter document management can be achieved by combining your office hardware with a functionally rich, readily adopted, ECM application that integrates with the equipment and processes you work with every day—now and in the future.

## Imaging for business continuity: Mizuho Capital Markets Corporation

Mizuho Capital Markets Corporation (MCMC) is the specialized financial derivatives subsidiary within the Mizuho Financial Group. Prior to September 2001, Mizuho managed all of its global customer and trading documents via vast quantities of paper files in its World Trade Center office in New York. The events of September 11, 2001 resulted in the loss of 11 years of trading contracts and paper files. This devastating wakeup call put the firm's plan to secure all paper documents on a fast track: an enterprise content management system with integrated imaging capabilities.

MCMC chose Xerox DocuShare for its affordable, out-of-the-box document management and image capture features and ability to scale for future growth. Plus it integrated seamlessly with Mizuho's Xerox WorkCentres, creating an end-to-end solution for greater efficiency overall. In fact, it immediately eliminated the need for keeping large numbers of steel file cabinets. Traders now use DocuShare to search up to 50,000 digital files within seconds. DocuShare's built-in security and permission controls additionally enable proactive support for regulatory compliance, offering the control required to lock down and track how information is touched and managed.



## Meeting the challenges of smarter document management

The Xerox DocuShare family of products offers scalable, Web-based ECM applications that deliver a full suite of document management services for every knowledge worker in the organization, as well as sophisticated business process capabilities to implement more advanced content-centric workflows.

### **Out of the box, DocuShare offers:**

- Seamless integration with Xerox equipment and solutions, as well as integration with a wide range of scanning devices
- Trademark ease of use, administration, and deployment
- Cross-platform support with Web browser access
- Enterprise-class scalability for long-term growth
- Sophisticated capabilities, including workflow, collaboration, security, and federated search across multiple servers
- Multiple user access levels to facilitate a wide variety of user and business requirements
- Flexible content intake into DocuShare from multiple channels and processes
- Advanced content, imaging, and process management features
- A universal Java 2EE open platform—the foundation for all DocuShare products

# Transforming document-centric office activities

With Xerox DocuShare, organizations can marry existing or new office equipment with an easy-to-use content management system to gain control of information throughout the document lifecycle, creating immediate and sustainable operational efficiencies.

## Smarter document management

DocuShare delivers personal productivity, collaboration—including Weblogs (blogs) and wikis—and Web publishing capabilities to individual office users, while also supporting compliance and content-centric business processes across the enterprise.

### With a Xerox DocuShare solution in place you can:

- Enable use and accessibility of content found in documents
- Improve document processing accuracy and minimize errors
- Identify and reduce steps in everyday business processes
- Cut labor costs through process automation
- Reduce cycle times through accelerated decision making
- Improve content security and reduce risk around disaster or intellectual property theft
- Minimize cost of printing and storage
- Integrate with existing structured data systems
- Leverage content wherever it resides

## End-to-end document lifecycle

According to IDC, in the year 2007, offices around the world will produce 4.5 trillion pages of hard copy information. With all that paper comes an even greater potential for lost or misfiled information that can cripple productivity, increase costs, and potentially result in negative legal or business decisions. Add in the vast amounts of digital documents that offices create every day, and it becomes apparent that organizations, large and small, need solutions that can capture, manage, store, and deliver business documents from initial creation all the way to retirement.

The Xerox DocuShare family of products address those needs with powerful document management, workflow, collaboration, and storage capabilities, and easily interfaces with both image capture and output devices for electronic delivery to print production centers and over the Web. Deploying Xerox DocuShare in conjunction with Xerox and other multifunction printers and scanning devices provides smarter end-to-end document lifecycle management that brings greater control and accountability while simplifying the movement of critical information in the office.

## Paperless claims processing:

### Oklahoma Employment Security Commission

Oklahoma Employment Security Commission (OESC) matches employers with job seekers, processes unemployment insurance benefits, and collects taxes from employers to fund the program.

With one central office, two large call centers, 34 local offices, and 750 workers, the OESC struggled to process thousands of employment insurance claims files each day. Xerox DocuShare, deployed with Xerox and Fujitsu scanning equipment, Kofax Ascent Capture, and a StreamFAX server, enabled the OESC to take the entire claims process paperless. Every day, the OESC imports roughly 3,000 files and scans another 900 directly into DocuShare, resulting in a 25 to 35 percent productivity improvement over its previous, paper-based process.



## Web publishing for improved access and version control: Kaiser Permanente

Kaiser Permanente is America's leading integrated health plan provider. Medical and administrative staff at Kaiser's Northern California headquarters handle thousands of documents daily, requiring immediate access to the most up-to-date versions of medical forms, manuals, brochures, training materials and policy guidelines for compliance with Joint Commission on Healthcare Accreditation (JCAHO), Health Insurance Portability and Accountability Act (HIPAA), and other standards.

Like many healthcare systems, Kaiser was reliant on hard copy documents. Each department needed access to its own specific forms, as well as those used throughout the organization. Xerox DocuShare's document management capabilities, specifically its ability to support Web information publishing, allowed Kaiser to create an internal Web site from which all registered users could gain access to the latest versions of documents and files. Now Kaiser's self-service intranet supports 5,000 registered users, with an additional 30,000 viewers accessing DocuShare through its 'Guest' access feature. Kaiser estimates cost savings of \$500,000 per year.

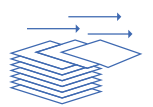
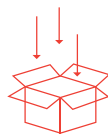


### One solution provider, world-class support

Seamless integration with a wide-range of Xerox printers, scanners, and multifunction devices further expands the possibilities for smarter document management. Enterprises purchasing Xerox equipment can take advantage of DocuShare's comprehensive, end-to-end document lifecycle management capabilities, fully leveraging the organizational advantages enabled by one seamless document imaging, management, and delivery solution.

### The industry leader in smarter document management

Xerox delivers imaging, content management, collaboration, workflow, and business process management solutions for the office that enable greater operational efficiency for every knowledge worker. Our trademark ease of use, deployment, and administration is why thousands of users worldwide have chosen DocuShare to implement smarter document management solutions. Xerox DocuShare is part of Xerox Global Services, a leader in imaging and document management, offering deep and validated experience through world-class services, deployment, and support.



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For more information, call **1.800.735.7749** or visit **[docushare.xerox.com](http://docushare.xerox.com)**