ENTERPRISE CAPTURE AND SHAREPOINT: A COMPLETE ECM SOLUTION

PART 5: SHAREPOINT AND CAPTURE — REAL-WORLD USE CASES

BY ALLEN CARNEY, VP OF PRODUCT MARKETING AT KOFAX

Organizations deploying SharePoint and enterprise capture share common goals: They want to support a culture of knowledge sharing, improve decision making and reduce costs by driving greater efficiencies throughout their organizations. These goals extend across industries, including government, banking, insurance, healthcare, utilities, manufacturing and retail.

British Waterways is responsible for protecting and maintaining roughly 2,200 miles of waterways in England, Scotland and Wales. With more than 2,000 employees, the organization is the third largest proprietor of structures of documented historical significance in the U.K. The organization recently faced a significant challenge when it downsized office space after a relocation of its corporate headquarters. A large number of documents were created and stored in a considerable amount of physical storage space. As a result, the retrieval and processing of documents for remote employees proved challenging and slowed responsiveness to customers.

To solve the problem, British Waterways deployed a solution that integrated enterprise capture with SharePoint. Documents were scanned and captured into a centralized SharePoint repository for easy access by employees. More than 200 file cabinets of paper documents were transformed into a terabyte of digital information in SharePoint.

By reducing office overhead and implementing new work processes using capture and SharePoint, British Waterways saved more than $15 million dollars.

The Colorado Housing and Finance Authority (CHFA), which provides financial assistance to residential and commercial property buyers and developers, deployed a capture solution to scan, classify, separate, extract content, validate data and deliver the results to a proprietary enterprise resource planning (ERP) system and SharePoint repository. The information can now be more easily accessed by employees across the enterprise to initiate business processes. As a result, CHFA's paper processing times were reduced from one day to 15 minutes, and information retrieval times were reduced from 12 minutes to three seconds, ultimately saving CHFA $150,000 on physical storage costs in the first year.

Other examples include:

- Star Cruises, a worldwide cruise operator, uses a capture driven business process automation solution to capture, extract and classify about 450,000 employment forms, contracts and related employee records annually, delivering the documents into its SharePoint repository.

- Mercy Housing, a national not-for-profit housing organization, uses capture driven

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business process automation to capture, extract and validate data from invoices, utility bills and various financial documents, and release the documents into its ERP system and SharePoint.

- Private Client Resources, a financial information services company, uses a capture driven business process automation solution to capture and extract data received from multiple sources, including investment firms, and then transmit the data

into its proprietary application as well as a SharePoint repository, resulting in a 75% increase in data throughput.

- Raymond James Financial, a worldwide financial services company, uses capture driven business process automation to capture client records, new account information, agreements and related documentation from a network of more than 900 independent planners/agents, and then delivers it into SharePoint.

ABOUT THE AUTHOR

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Allen Carney leads the development and implementation of Kofax product marketing strategy. Earlier, he was VP of Marketing for 170 Systems, a developer of invoice process-ing automation solutions that was acquired by Kofax in September, 2009. Previously, Allen served as VP of Marketing for NMS Communications, a developer of telecommunica-tions components and solutions, VP of Marketing at Lotus Development Corporation, where he was responsible for Applications and International Marketing, and as VP of European Operations for Atex, a developer of prepress auto-mation solutions. Allen holds a Bachelors of Arts degree from Yale University.