

Document Management System Cost Saving Considerations

Organizational Costs:

- Extra staff to manage files
- Copier/Fax Costs
- Low technology image in marketplace

Storage Space:

- File cabinet space for active and semi-active files
- Off-site storage space for inactive archives
- Vault or safe space

Labor cost/document handling cost

- Refiling folder after use
- Sorting documents prior to insertion into files
- Purging out-of-date records according to retention schedule
- Sending documents to off-site storage
- Mailing documents within the company
- Travel to and from cabinets/file storage
- Percentage of employees' time associated with document handling
- Employees' salary/fringe benefits
- Supervisors' cost
- Elimination of document "Search" time

Operational supply cost

- File cabinets
- Micrographic supplies
- Paper, manila folders, tabs, special forms, etc.
- Duplicate documentation in files
- Copies of files made daily
- Copy costs per image

File integrity and security

- Better document control; no misfiled documents or lost files
- Access to documents limited by security codes and user

Communication cost

- Up-to-date document history available at all times
- Reduce mail/express service cost
- Reduce space, storage and handling in remote locations
- Reduce telephone cost

Business processing cost

- Cost of receivable/collection, reduced billing time
- Cost of inventory
- Cost of late penalties/interest charges
- Direct gain/loss of customer sales
- Losses from payment of duplicate claims
- Ability to offer a service otherwise impossible
- Ability to gain instant statistical information otherwise unavailable

Operational productivity

- Lower cost of doing business
- Immediate response from document history
- Shorter processing time for information received
- Improved efficiencies leading to better customer services
- Cross-exchange of company information
- Accurate history of information
- Improved productivity through reduction of retrieval time
- Elimination of paper bottlenecks

Other equipment cost

- COM services eliminated or reduced
- Maintenance cost for micrographic equipment
- CAR systems
- Reduction in data entry costs

Intangible/disaster recovery

- Recreation of all files due to a disaster
- Improved customer service
- Multiple access by document users/Confidence in file system

