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Seven Benefits of Using an Experienced Service Bureau for Your ECM Solution

Introduction

Moving from paper-based processes to an electronic document management system can be a daunting task. Many people ask themselves, "What do I need?" "How much should it cost?" "What can I expect?" "Do I need IT personnel to implement one?". Those are just a few examples of the many questions asked when it comes to going paperless in your office.

An Enterprise Content Management Service Bureau can help, in more ways than one! Below are seven benefits of choosing a knowledgeable service bureau for your implementation over a stand-alone system.

1. Speed

By choosing a service provider, you can implement your ECM system more quickly than a stand-alone system. You have people that will help you through every step of the transition, from choosing the right solution, to end-user adoption and beyond. It can take months to get a

system up and running the way you want it, however working with a service bureau can drastically reduce that time, ensuring that the system is operating at its optimal performance level.

2. Simplicity

Experienced service providers make understanding the capabilities of the system and using the system easier. They are there to answer any questions you may have regarding your particular solution. You'll receive step-by-step instruction on how to navigate within it, capture, index, and retrieve the information you need. Having an expert to help you along the way will make life easier for you and other end-users.

3. Support

Enterprise Content Management service providers are there to assist you, by answering questions, training users, and lending any IT support you may need for your system.

4. Flexibility

As your industry landscape changes, so too does your business. Maybe your business challenges and demands change with the seasons, advances in technology, political or governmental influences, or with social influences. Whatever the case may be, your business likely experiences periods of growth and stability, perhaps even periods of contraction.

A content management service provider will move with your business. For example, providers offering back-file scanning services will scan as much as you need during demanding times, or as little as you need when things slow down.

5. Affordability

Working with a service bureau can make switching to an ECM solution less expensive. The cost of the system itself is not what makes the difference though: As mentioned above, implementing a system with a provider allows you to do so more quickly, so you spend less time and money on getting it started, and more time using it.

This allows users to engage in more value-added business activities as opposed to spending their time in extensive training sessions (that you likely pay for). For tips on choosing your ECM provider based on cost, read our blog post, "Getting What You Pay For: Choosing Business Services Based Solely On Price".

6. Expertise

An Enterprise Content Management service bureau will have specialized personnel to help you choose, implement, and use your new solution. You will have industry experts available to assist you throughout the entire process, making the switch from paper a cinch! They're also in touch with the latest trends and technologies, and can offer you support if your business should need additional resources, products or services.

7. Additional Services

Another benefit of using an experienced service bureau is that they often offer additional services that are relevant to your needs. For instance, a business that decides to implement a document management system may also need scanning

services for existing files. Perhaps a business is also in need of better collaboration and workflow solutions. A great service bureau can provide clients with many services that will help them reduce their operating costs and drastically increase productivity and efficiency in their business.

Conclusion

If you find that you're in need of an ECM solution in your business but feel overwhelmed with all the software solutions out there, you need to consider a an ECM service bureau. They're there to make your life easier…much like your content management solution! Focus on managing your business and let your service provider manage your business solutions.

About Polar Imaging Inc.

With over 30 years' experience, Polar Imaging is a leader in Enterprise Content Management solutions and

scanning, delivering a broad spectrum of ECM solutions, fully customized to fit the needs of its customers. Polar Imaging also specializes in cloud backup and recovery, unlike any other provider in the region. Its unique services offer a customer experience that surpasses all others. Polar Imaging is a reseller of Digitech Systems software, PaperVision Enterprise.

Core products and services:

Document Scanning Services, Electronic Content Management (ECM) Solutions, Business Workflow Automation, Mailroom Services, Cloud Backup and Recovery, Software as a Service (SaaS), Microfilm & Scanning Equipment Sales and Services, Professional Services.

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