



POLAR IMAGING INC.

Capture. Manage. Automate.™

Whitepaper

Six Critical Features to Look for in an ECM Solution

Introduction

When it comes to choosing an Enterprise Content Management (ECM) solution for your business, there are a few things to keep in mind that will help make your decision easier.

It's important to look for a system that includes the following capabilities so that you're not left with a solution that makes your life miserable and your pocket book lighter!

1. Ease of Use

Be sure to choose a system that isn't going to require that you hire a rocket scientist to figure it out! The system should be simple for users to understand and navigate. You shouldn't need to spend hours on end training personnel and spending money on IT resources. The easier the solution is, the greater the chance that users will adopt the change without resistance.

2. Integration

Look for systems that easily integrate with common programs and applications. Buying into a system that does not work with your existing platforms requires changing and purchasing new ones. This will create more problems with end-user adoption and cost you more money than necessary, so choose one that integrates with the programs you already have in place and compliment them.

3. Functionality

Find an ECM system that has the ability to audit the document history. This means tracking the document usage (who has viewed printed, made changes etc.). Systems with reporting and tracking capabilities allow businesses with industry regulation requirements to use a system that will maintain the needed security and uphold compliance standards.

4. Service Bureau

It is extremely beneficial to look for system that provides your business or department with advice and support through the process of implementing and using an ECM system. Companies that wish to get started with document management but do not have the large funds or IT resources can benefit from a service bureau to provide their solution.

A good service provider will help choose the right solution for you, implement your solution, give you advice and support throughout your deployment and will assist you should you ever need help. Scanning of back-file documents can also be taken care of by the service provider in order to get all company or department information into the system. This means less time and administration costs for you.

A service bureau providing SaaS can help take the guesswork and headache out of implementing and using an ECM system. If it's possible, try and choose a local provider as this will make it easier and more convenient for you as a client.

5. Software-as-a-Service (SaaS)

Look for a service bureau to provide SaaS solutions, especially if you're a small to medium business. SaaS solutions reduce total cost of ownership (TCO) as you don't have to buy expensive hardware and software and all documents are available via a secure internet connection.

Service bureaus will provide the document software package and set up the application for you, including indexing, workflows, records management etc. Some providers of SaaS will also offer backfile conversion of documents that will need to be scanned into the document management system at an affordable cost. This process also includes either returning your post-scanned documents or destruction of them by the provider, which ever will best suit your needs.

For more information about choosing a Service Bureau to provide SaaS solutions, download the whitepaper, ["Seven Benefits of Using a Service Bureau for Your ECM Solution"](#).

6. ROI

Invest in a solution that will yield higher returns. The last thing you want to do is spend your budget on a system that won't give you a great return for your investment. If you don't experience great ROI, there's a good chance you're not reaping all the benefits that your Enterprise Content Management system should deliver.

There are great document management solutions available that, on average, yield high results because they include the features that are listed above. For instance, users of [Digitech Systems'](#) software, PaperVision Enterprise, have seen returns of 612% in a matter of months. Now that's some great return!

Conclusion

Remember, think about what *you* need in a solution, do your research and choose a system that will work for you, not against you!

About Polar Imaging Inc.



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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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