metrofile

MAKING THE PAPERLESS OFFICE A REALITY

Even as technology develops at an exponential rate, most companies are still overwhelmed by paper, which clutters up offices and bogs down processes.

Digitising records and information improves productivity and reduces costs, especially by eliminating the need to manage and store physical documents. More importantly, all-digital processes vastly improve a company's speed of response, not only to administrative and regulatory issues, but to customers and other stakeholders.

In an increasingly digitised and mobile world, paper-based processes are also becoming less and less acceptable to customers, who expect real-time responses at all points of contact. Minimising or eliminating this hassle factor is therefore both a practical and strategic necessity.

With document scanning and document capture technologies, a company can automate the classification, distribution and archiving of both paper-based and electronic records and information in a way that complies with legal requirements and the company's own policies. The latest records information management (RIM) software even allows for remote scanning and cloud storage, making more documents available to more people easily. This is particularly beneficial to large retailers, companies with branch offices and companies with a travelling or remote workforce.

Improvements in optical character recognition (OCR) technology also make it possible to automatically extract information from semi-structured documents such as invoices, a process which is known as intelligent document capture or IDC. While it is not yet possible to apply this technology to unstructured documents such as legal briefs, contracts and customer correspondence, it is possible to identify these documents by type and to automatically extract key information. This can then be used to index the document for easy accessibility.

The management of all forms of content, including documents, compressed files, PDF files, images and videos, has been vastly improved by the adoption of the universal XML coding standard, which is used to index, store and access files in remote digital repositories. XML-based systems are able to manage complex administrative, access and workflow rules for the large number of files and file formats they need to support, a process that can no longer be performed manually.

In short, if ever there was a time to go digital, it is now.
The illusive paperless office
can - and should - be a **reality.**