

Canon

CANON INFORMATION & IMAGING SOLUTIONS

Records Management Services

For Customers

May/2012

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What is Records Management?



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Information and Records

Information is one of the most vital strategic and operational assets of organizations.

Organizations depend on information to make critical strategic decisions, support innovation and generate revenue.

Information is contained in business documents or records.

Any incoming or outgoing information has the potential to be a record and therefore, should be managed ...

- **Physical Files**
- **Images**
- **Email, Social Media communication**
- **Retention Schedule**
- **Mail/Copy/Fax**
- **Print**



Things to consider...

- **Accuracy of content**

- ▶ Are your company's documents up-to-date?
- ▶ Are your employees using the correct version?

- **Accessibility**

- ▶ Are the documents easy to find?
- ▶ Can your employees access the needed info from anywhere?

Knowledge workers (the economy's highest paid) spend about 20% of their day looking for information in documents.

In half of the cases they do not find what they're looking for...

(IDC Study, 2005)





Things to consider...

- **Business Process Management - Workflow**
 - ▶ How are documents used in your company's business process?
- **Collaboration**
 - ▶ Communication tools enable teams to work on shared projects. Are the resulting business records captured and managed?
- **Compliance**
 - ▶ Which documents should be kept, and for how long?

Sarbanes Oxley, HIPAA, Gramm-Leach-Bliley Act, SEC regulations, FINRA, PCI, Dodd-Frank Wall Street Reform and Consumer Protection Act, other industry-specific regulations, internal policies.....



Things to consider...

- **Business Continuity Planning and Disaster Recovery**

- ▶ Are your company's vital records protected? Can they be recovered if a natural disaster strikes?

- **Technology obsolescence**

- ▶ All hardware and software wear out and become obsolete. Is your information in danger of becoming inaccessible over time?



What drives Records Management?

- Corporate governance directs and controls business.
- Good governance and transparency are related to superior economic performance and lower cost of capital.
- Ever-changing regulations.
- Compliance is part of governance and requires records management.
- Lack of sponsorship and leadership for a formal records program can expose business to significant risk.
- Records Management is the cornerstone of a viable information architecture that must include both physical and electronic media.



Some industries are in particular need of Records Management program...

- Healthcare
- Financial Services
- Legal
- Pharmaceutical
- Government
- Higher Education



Lots of sensitive information, heavily regulated

Benefits of Records Management Program



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Records Management program should include:

- **Policies and Procedures for creating and storing records**
 - ▶ Both paper and electronic, file plan, taxonomy, disaster recovery, electronic repository, Mergers & Acquisitions results, compliance
- **Records Retention Schedule**
- **Implementation and training program: policies, procedures, workflow, systems**
- **Audit and Accountability**





Benefits for Your Organization

• Future Cost Reduction

- ✓ Records management staff costs
- ✓ Legal discovery costs
- ✓ Offsite records facilities costs
- ✓ Offsite paper storage and facilities costs
- ✓ Office space availability

• Productivity Improvement

- ✓ Find paper and electronic documents with Web searches quickly
- ✓ Distribute paper and electronic documents efficiently
- ✓ Storage/archive paper and electronic documents so they can be found
- ✓ Expedite legal discovery process

• Risk Mitigation

- ✓ Improve employee access to records
- ✓ Reduce missing/inaccessible files
- ✓ Improve preparation to legal discovery
- ✓ Avoid loss of organization reputation
- ✓ Preserve vital records in case of a natural disaster



Why Outsource Records Management?

- Access to Accredited Experts
- Control Program Costs
- Meeting Challenges for the Future ...
 - ▶ Discovery Preparedness
 - ▶ Process/Technology Challenges
 - ▶ Fully Implemented Records Management Programs
 - ▶ Deployment of Core Business Functions
 - ▶ Compliance for Information Management
 - ▶ Conversion/Content Management Experience



CIIS Records Management Services



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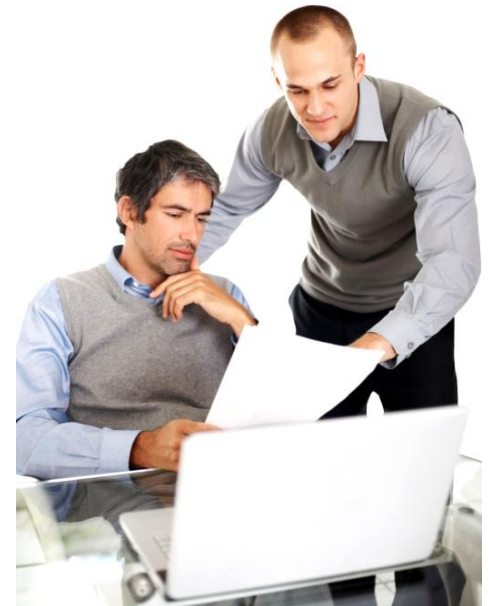


CIIS Records Management

Unsure of where to start?

Canon Professional Services Team can help design and implement a records management program that is right for you.

- **Analysis, design and implementation**
- **Electronic and physical records management**
- **Digitization of paper records and electronic workflows**
- **Records staff training in best practices.**



Why Canon

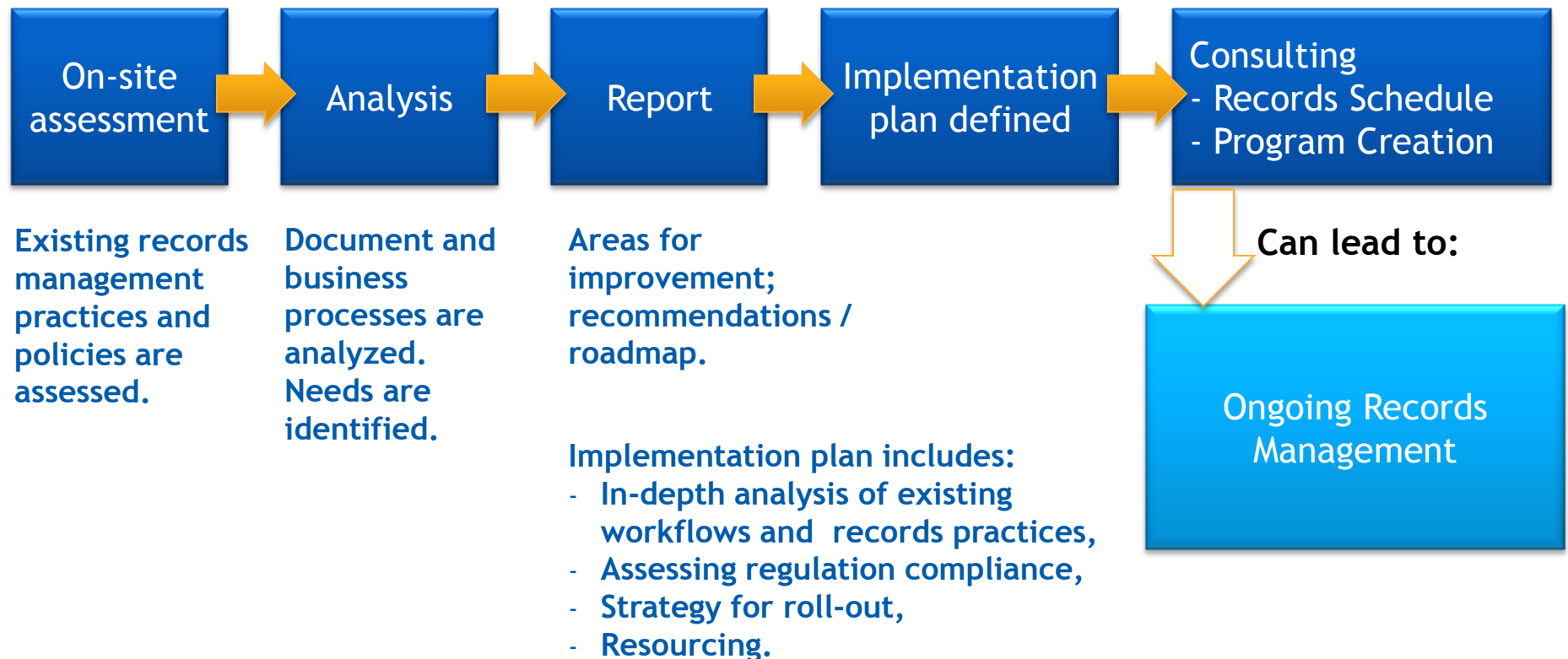
- Unique expertise in paper-related business processes and ways to optimize them
- In-depth knowledge of document workflows
- An array of technology solutions
- Partnerships with leading Records Management Consultants
- Services performed by team of professionals with experience across many industries.
 - ▶ Multiple certifications: PMI , SCRUM Masters, CRM, CDIA+, ERMm
 - ▶ Leaders in onsite records management
 - ▶ Numerous publications in trade magazines, presentations at industry conferences (ARMA, ALA, AIIM, CLE-accredited functions)





Records Management Process

*Project is managed by Canon Information and Imaging Solutions.
Partner consultants can be engaged at any stage, depending on the customer's unique situation.*





Service Offering Description: Records Management - Ongoing

Example: File Room and Imaging Center Management

- Contract defined for a specific period, and then renewed.
- Becomes an ongoing partnership for long-term services, support and potentially projects.
- Focus on continuity and management of services.
- Process based.



Service Offering Description: Records Management - Consulting Only

Examples: Records Needs Assessment, Records Program Creation, Records Schedule Creation, Imaging (indexing, coding), Back-file Conversion Project

- The engagement has a beginning and an end date.
 - ▶ Services end when the project is complete.
 - ▶ Clearly defined timeline to eliminate “scope creep”.
 - ▶ A finite deliverable.
- Typically addresses immediate pains and concerns.
- Project based.



Requirements Impacting Scope

- **Technology**
 - ▶ Taxonomy
 - ▶ Migration
 - ▶ Retention Schedule Application (trigger event)
 - ▶ Professional Services (scripts, translations)
 - ▶ Hardware and Software
- **Labor - Salaries Differ**
 - ▶ City
 - ▶ Skill Set
 - ▶ Technology Experience
 - ▶ Training /Certifications / Annual Memberships
- **Implementation**
 - ▶ Timeframe
 - ▶ Geography
 - ▶ Scope
 - ▶ Specialist / Consultant
 - ▶ Records Onsite 3-6 Weeks
 - ▶ Site Training
 - ▶ Client Training
 - ▶ 90-Day Audit
- **Ongoing Support**
 - ▶ Upgrades
 - ▶ Projects
 - ▶ Future Vision

Use Case Scenarios



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Use Cases Scenarios

- **Account Executives** can spend hours looking for pricing information, legal and marketing materials needed to create a contract
- **Customer service reps** can't find invoices or service contracts pertaining to their customer.
 - ▶ Can lead to long call wait times, angry customers, lost business
- **Accounting** - easy access to records can help the Accounts Payable employees to send out invoices on time, and improve the company's cash flow.
- In case of **litigation**- to minimize legal risk, the organization needs to be able to retrieve all relevant records.
- **College registrar's office** - the way students' records are managed can affect the college's ability to obtain funds from loans and subsidies.

Case Studies



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Case Studies

Canon Information and Imaging Solutions may collaborate with partners to deliver Records Management services that best meet the customer's business needs.

The following case studies have been performed by Océ Business Services - our partner within Canon Group.





Gaining Control of Vital Records for Customer in Insurance Industry

- **Customer Profile**
 - ▶ \$100+ billion annual revenue
 - ▶ Insurance Industry
 - ▶ 100,000+ employees
 - ▶ Worldwide presence
- **Business Objectives and Challenges**
 - ▶ Decentralized management meant lack of control
 - ▶ Cost of storing and controlling files needed to be reduced
 - ▶ Staff concerns needed to be addressed
- **Solutions**
 - ▶ Create a centralized records management environment in regional HQs
 - ▶ Implement control systems
 - ▶ Eliminate all file storage on floors
 - ▶ Reduce off-site storage costs
 - ▶ Build trust in new services
- **Benefits for the Customer**
 - ▶ Gained ownership and control
 - ▶ 40%+ reduction in square footage for records
 - ▶ End-to-end solution with a single business partner: Change management, Design, Consulting, Managing



Gaining Control of Vital Records for Commercial Builder Company

- **Customer Profile**

- ▶ Commercial builder and general contracting
- ▶ \$1+ billion annual revenue
- ▶ 1000 + employees
- ▶ Locations several states

- **Business Objectives and Challenges**

- ▶ Building projects boxes not controlled
- ▶ Settlements in litigation costly because records could not be located
- ▶ Historical records not preserved
- ▶ Program & software had to be easy to use because core users were GCs in trailers

- **Solutions**

- ▶ Create a centralized records management program
- ▶ Implement control systems
- ▶ Create disposition program
- ▶ Reduce off-site storage costs
- ▶ Build trust in new services

- **Benefits for the Customer**

- ▶ Reduced settlement costs from over \$1 million per year to \$50,000 in 2nd year of program
- ▶ Identified 55,000 boxes of records, found in yards, trailers and worksites which included 300 historical records\
- ▶ Provided safe environment for their information in both customer and OBS-created warehouse



Ensuring Accountability

- **Customer Profile**
 - ▶ One of the world's largest oil and gas companies
- **Business Objectives and Challenges**
 - ▶ Decentralized information management services
 - ▶ Varied policies and procedures
 - ▶ Unstable workforce
 - ▶ Safety concerns
 - ▶ Improve Client experience
- **Solutions**
 - ▶ Develop and execute standardized desk top instructions across all records centers
 - ▶ Capture data into standardized records software system
 - ▶ Enhance stability and safety through best practices
- **Benefits for the Customer**
 - ▶ Electronic corporate information management procedures
 - ▶ Accountability of all information
 - ▶ Provided guidance on regulatory compliance that helped reduce risk
 - ▶ Achievement of workplace safety initiatives
 - ▶ Green initiatives met

Pricing



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Pricing is impacted by

- **Scope**
 - ▶ Scanning volumes
 - ▶ Indexing fields
 - ▶ Type of indexing (manual / automated)
- **Resources**
 - ▶ Hourly rates
- **Typical assessment activities and scenarios**

Contact Info



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Contact Info

Contact the Canon Information and Imaging Solutions Professional Services Team

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