
WHITE PAPER

LuitDox Enterprise Document Management System

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In today's knowledge economy, virtually all organizations of all sizes possess and manage a legacy of paper documents, accumulate a rapidly growing store of electronic documents, and anticipate a future that is mostly, but not entirely, electronic. These documents that are so vital to the business are all too often taken totally for granted. Very few businesses take the time to consider the expenses that they incur on a daily basis because of:

- >Time and effort in locating the latest version of a document
- >Time and effort in searching and storing documents in disparate locations
- >Time and effort in recreating content that already exists somewhere within the organization
- >Unnecessary usage of storage devices and bandwidth as documents are located all over the enterprise and not stored in a central repository
- >Security of business critical documents
- >Time and effort in figuring out the audit trail of important business documents
- >Loss of important documents due to careless handling by some users

Organizations possess both structured documents (in the form of spreadsheets, databases and legacy systems) and unstructured documents (in the form of letters, emails, reports, marketing and training materials, studies, engineering drawings, handwritten consultation notes, meeting minutes, etc.). Structured and unstructured information comprise knowledge assets critically important to any organization. They constitute an organization's memory of its processes and procedures, and are a knowledge base of its expertise, experience, and specializations.

This white paper will review the emerging trends in managing the digital assets of an organization and examine the benefits of implementing an affordable easy to use document management system for centrally storing and managing documents and knowledge of an organization.

What is Document Management?

Document management is a framework within which you manage your digital assets systematically and securely. Document Management is a structured, systematic approach to controlling, describing, cataloging, storing, retrieving, searching and sharing the information contained in your business critical documents. Document management is in fact the heart of your business intelligence infrastructure. Historically, they have been difficult and expensive to build and manage.



Today with the advancement in Internet technology, a new web based document management LuitDox Enterprise from Luit Infotech simplifies the complexity and accelerates the implementation of document management software in organizations. With LuitDox Enterprise, your organization will possess document management software that is very easy to use and manage in a fraction of time as compared to traditional approaches.

Market Drivers for Managing Documents

There are several market drivers that have necessitated central storage and management of documents by organizations. Some of these market drivers include government regulations, regulatory compliance, voluminous growth of business documents and inefficient workers.

Government regulations for different industries such as financial, healthcare, insurance and publicly held businesses involve retaining key documents and information securely. This information has to be readily available on demand. During an audit, businesses should be able to produce relevant data quickly regardless of its format and location.

The volume and diversity of business-related content continues to rise and along with this rise companies recognize the vital role of enterprise document management systems in improving productivity, increasing efficiency, managing risk and developing a rich business knowledge base.

Improving the operational efficiency of its knowledge workers has become a major challenge for organizations. Usually, knowledge workers of an organization spend several hours every week searching for content that already exists somewhere in the organization or in recreating lost and damaged documents. In a study [Feldmen, S., et al. (March 2005), The hidden costs of information work.] IDC has found that knowledge workers spend more than 27 hours a week searching, gathering and analyzing information, 3.5 hours weekly in searching for information that is never found and 3 hours a week recreating content. The report claims that automating repetitive steps and eliminating tasks that waste time will increase worker productivity and could save organizations millions of dollars.

Problem Development - Enterprise Document Management Landscape

Technology has enabled enterprises to achieve new levels of efficiencies. An important impact of the Internet has been on enterprises, permanently altering the enterprise landscape. Enterprises increasingly operate as part of a virtual value chain, which incorporates customers and suppliers (as well as partners and even competitors in some cases) - linked together by web-enabled applications.

As the volume and diversity of business-related content continues to rise, a growing number of companies recognize the vital role of enterprise document management systems in improving productivity, increasing efficiency, managing risk and developing a rich business knowledge base. In fact, a survey of more than 800 organizations found that 77 percent of respondents agreed that enterprise document management systems have become more important in the last two years (AIIM, June/July 2005).

However many companies find that their document management initiatives aren't living up to expectations. Some implementations fail due to technological or organizational factors. But the most basic reason for the failure of a document management system is poor user adoption. Despite the theoretical advantages of using a new system, users are slow or reluctant to embrace it thereby nullifying its promised benefits for individual users and teams. Additionally, document management policies to mitigate risk, manage intellectual property and centralize document filing processes are undermined.

The problem lies not in the premise of document management, but in the way it is typically implemented. In the past, document management served as an infrastructure component with little need to accommodate the needs of users and work teams, often forcing behavioral change on the part of the user. As the role of electronic content has expanded, today's knowledge workers have a rising need for team-based solutions that offer document management as well as greater usability and collaborative functionality than traditional "pure document management" systems. However, most document management initiatives fail to acknowledge the critical importance of collaboration in content-related processes - and fail to deliver the rich collaborative experience that today's teams need to work effectively.

Historic Perspective of Document Management

In the early and mid 1990s, businesses were besieged with volumes of paper documents. These documents occupied huge storage spaces and it was very difficult to handle paper documents. Thus storing and managing paper documents was a major challenge for these organizations. To add to this woe, the widespread use of Internet and emails added to this volume of exploding data.

In the late 1990s, the practice of converting paper documents into electronic format came in vogue. By the year 2000, centralized document storage systems were being used for centrally archiving files via tape backup. This period witnessed the slow transition of organizations towards becoming a paperless office. During this period document management involved scanning paper and managing electronic content like emails and Word documents.



Today, document management involves all the content of an organization that can be centrally stored and managed via an electronic system and enables customers, vendors and employees to efficiently act on information. Content has also been extended to business intelligence systems, such as customer relationship applications (CRM) and enterprise resource planning (ERP) systems. As more features are integrated into document management systems, the efficiency of today's knowledge workers has increased incredibly. Project teams located in different geographical locations now possess unprecedented freedom and flexibility to securely manage and work on critical business documents from any location in the world.

LuitDox Enterprise for Document Management

LuitDox Enterprise has been developed from ground up keeping in mind the requirements of today's knowledge workers. It is tailored to the way they actually work, requiring little or no behavioral change. LuitDox Enterprise has a very easy to use and intuitive interface and provides a uniform collaborative environment for its users. Team members are able to share knowledge to maximize business performance; apply expertise at proper time and in the right context to accelerate business cycles. They can bring together content creation, management and collaboration within a single seamless process - all as if they actually were meeting around a table instead of being separated by distance, firewalls and time zones.

Document Management to Drive Business Value

Gartner group has estimated that 80% of digital content generated by today's businesses consists of documents, presentations, spreadsheets, emails, drawings and other unstructured data. Industry analysts IDC has reported that fortune 500 companies spend around \$12 billion each year as they are unable to manage this unstructured business content. IDC has reported that in an enterprise with 1000 information workers, each worker spends an average of 3 hours a week recreating content that is either misplaced or lost. This cost per worker annually adds up to a significant figure. These are very significant figures and need immediate attention.

Today's global organizations need tools that can help them secure, manage and collaborate on business critical documents. LuitDox Enterprise is one such tool that can help your organization securely manage and collaborate on your business documents and manage your business knowledge base thereby adding to your bottom line.

The cost benefits and ROI of implementing LuitDox Enterprise are many. Depending on a company's specific business document workflow, LuitDox Enterprise can save wasted employee time, expensive real estate allocated to document storage and recurring overnight mail and courier charges required to transfer information from one destination to another. Employee productivity is gained through hours lost in locating and retrieving documents

lost documents) as well as recreating documents over and over again.

Knowledge Management - an Asset to an Organization

Compounding the complexity of providing the most relevant data is the increased demand among employees for more rapid access to the data as well. As decision cycles shrink, organizations are looking for near real-time information to be delivered to their decision-makers. Today's complex information intensive businesses are becoming more and more dependent on experts. They are looking for a way to capture, manage, store and leverage on an expert's unique knowledge and understanding so that they can turn their intellectual assets into business assets. While our financial experts have still not provided us with a scale to measure and account for knowledge based assets, they are very real and should be managed like any other business asset. LuitDox Enterprise has been built with managing the knowledge assets of an organization in mind. Its comprehensive and searchable knowledge management tool helps in storing and managing the knowledge associated with the documents that can be used at any future time. Centralized knowledge capture also preserves the knowledge of departing employees. The IT department may wipe their PC and reformat it for the next hire, but the information it contained remains intact and active in LuitDox Enterprise.

Meeting the Needs of Business and IT Management

Till recently, the IT departments of organizations were not very interested in implementing document management solutions. They were more interested in managing and upgrading the traditional hardware and software used in their organizations. However, with the explosion of digital content coupled with the abundant use of networks and Internet, there is a rising demand by end users to securely store and manage more and larger documents in a central repository.

The only software application that can address this need of an organization is document management software. By implementing LuitDox Enterprise that includes fully integrated document management, collaboration and knowledge management, companies can deliver the rich user experience needed to ensure broad adoption and make the full benefits of document management a reality.

Current Challenges

There are several challenges that enterprises face today in implementing document management software.



The first challenge is that the traditional document management solutions do not present the full spectrum of document management and collaboration functionality within a single, seamless interface that is intuitive to adopt and use, and make clear how it supports and enhances existing work processes.

The second challenge is that the existing solutions are typically based on closed, proprietary standards, thereby violating the principle of facilitating open standards.

The third challenge is that the existing solutions typically address the operations side of document management, thereby rendering themselves inflexible and incomplete to meet collaborative document management needs of today's knowledge workers.

LuitDox Enterprise - a Compelling Value Proposition

LuitDox Enterprise is a fully collaborative enterprise document management system that will make the individual more efficient at his or her daily job. The software also enhances team performances by facilitating them to work more quickly, efficiently and accurately across distance on individual projects, as well as capturing vital knowledge along the way to streamline similar projects in the future.

LuitDox Enterprise thus fills up the gap created by traditional document management systems by providing an easy to use and intuitive collaborative document management tool that will achieve broad acceptance amongst a company's knowledge workers.

Feature	Description
Web Based	LuitDox Enterprise is web based. Users can simply use a standard web browser to access LuitDox Enterprise
Organized User Management	Managed user groups at repository level
Integrated Workflow Management	Workflow process facilitates submission, review and approval processes of documents and ensures that all the necessary steps are followed in the correct sequence
Document Audit Trail	Comprehensive audit trail displays who viewed, or modified a document and the modification comments associated with each version

Feature	Description
Easy-to-use Interface	The powerful yet easy-to-use and intuitive graphical user interface coupled with comprehensive user guides ensure minimal training for using LuitDox Enterprise
Scalable	LuitDox Enterprise has been designed from the ground up to be as fast as possible, regardless of the number of files
Document Metadata Management	LuitDox Enterprise ensures that each document has its associated metadata that can be used to give documents and folders business sense; document business classifications and encapsulate business related information.
Hierarchical File Structure	Files are organized in a traditional folder tree
Comprehensive "Search" Mechanism	Comprehensive "Search" mechanism to search for documents, document metadata and knowledge base
Versatility	LuitDox Enterprise is format independent i.e., any type of file can be uploaded to the system
User Based Document Security	Document access based on privileges granted to users by document author
Built in Version Control System	A built-in version management system automatically manages the incremental versions of documents as they are updated
Historical Records of Documents	Users can view historical records of documents that they have privileges to access
Document "Lock", "Unlock" and "Rollback"	The root users of the documents can "Lock" or "Unlock" a document as well as "Rollback" to any version of the document
Document Related Broadcasts and Alerts	Document related broadcasts and alerts help the users have an up to date knowledge about the document to which they have access privileges
File Shredding	Document authors have the option of permanently shredding documents that have outlived their purpose
Robust and Searchable Knowledge Base	LuitDox Enterprise has a robust and searchable knowledge base attached with documents that can be used by users for future reference



Feature	Description
Document Reports	LuitDox Enterprise users can view their document-related activities in the system
Remote Administrative Module	Separate web based Admin Module for effective user management

LuitDox Enterprise - Business Value in Summary

Implementation of LuitDox Enterprise can help a business increase its visibility into the real-time status of an entire business document's lifecycle and control on information quickly to create, cancel, suspend or restart tasks as needed, modify tasks, add assign or reassign work upon acquiring new intelligence. The capture and interpretation of business context of each task makes employees more productive and accountable for complete execution of projects. LuitDox Enterprise supports a culture of organizational and personal accountability by tracking and auditing individual's turnaround time and quality of business critical documents.

The benefits of the LuitDox Enterprise with a compelling value proposition can be summarized as follows:

- > Immediate ROI through enhanced resource efficiency
- > Ease of operation requiring no training
- > Improved customer service with immediate availability of business documents
- > Simple maintenance
- > Streamlined operations reducing the impact of loss and corruption of vital business documents
- > Low Total Cost of Ownership (TCO)
- > Enhanced resource efficiency
- > Enhanced business bottom line by reducing costs on physical storage and searching of paper files



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