

Content and Document Management Solution for Government

Business Information Solutions

RICOH
imagine. change.



Managing information remains a critical challenge for Government Departments, Crown Corporations and Agencies; Reducing costs. Increasing accessibility. Addressing compliance.

Does This Sound Like Your Current Situation?

Today, managing information – capturing it, storing it and ensuring that it's accessible when, where and how it's needed – has become increasingly more challenging. Content is exploding in volume and complexity – with massive stores of information in both paper-based documents and electronic formats. Many agencies are spending significantly on physical records and may be frustrated by how much data remains “trapped” on paper. Meanwhile, innovative technologies, such as cloud computing, mobile devices and collaboration tools, are poised to improve the way documents are managed and content is shared, even as growing regulatory mandates continually raise the bar on information security.

Understand where you are. Determine where you need to be.

Our Content and Document Management Solution for Government includes a portfolio of services and solutions to help Government Departments, Crown Corporations and Agencies understand where they are today and identify ways to address the demands of today and tomorrow.

Your Challenge: Understanding the current content ecosystem – and identifying ways to improve

Our Solution: The first step to addressing growing compliance requirements – and meeting the expectations of an increasingly mobile workforce – is understanding your current content ecosystem. What kinds of documents do you have? How are they currently managed? What are the systems and processes you use to share and protect them? **Ricoh's Business Process Consulting Services** will address those and other key questions – illuminating opportunities to improve the way you capture, manage and share information. Our experts will also identify opportunities to improve access to legacy paper-based files.

Your Challenge: Capturing and integrating unstructured information from forms

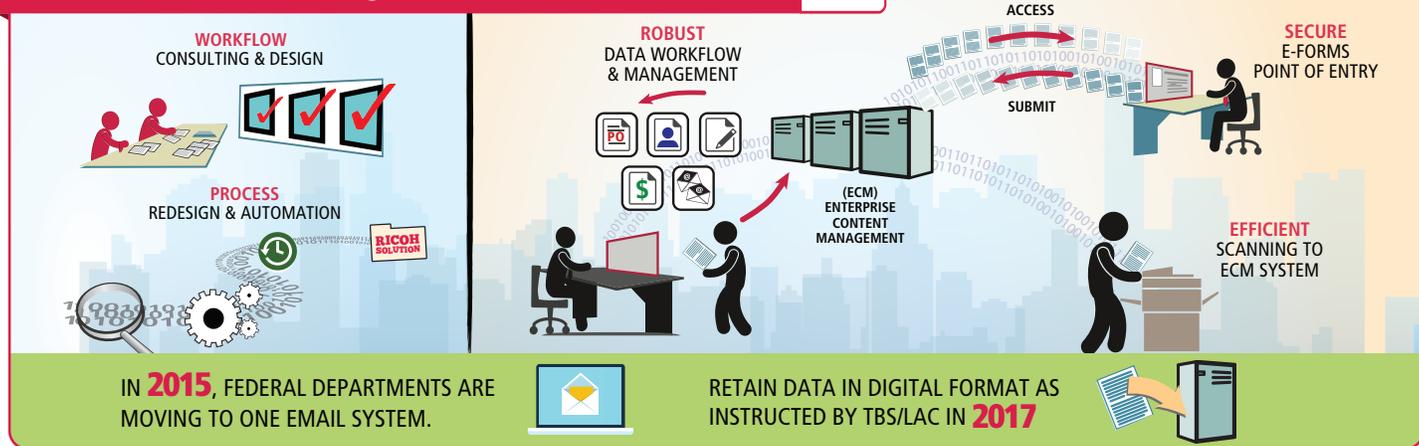
Our Solution: If your agency is like most, you rely on a large collection of forms for a range of tasks. From updating employee records to forms application processing, you may have opportunities to be more efficient in how you manage forms, as well as how you capture unstructured information from them. **Ricoh's Forms Management Solution** can help you improve the way you create, manage and access documents and forms and implementing forms-based workflows can help drive greater efficiency and accuracy in how you capture and use unstructured information.

Your Challenge: Managing information at every stage of the document lifecycle

Our Solution: Every document has a lifecycle – from creation to disposal. The ways in which you store, share, view and use documents are under increasing scrutiny due to growing regulatory requirements. For many Government Departments, Crown Corporations and Agencies, a document management policy and an enterprise content management (ECM) system can help balance compliance and Information Mobility. **Ricoh Enterprise Content Management solutions** include software and services for designing a new or improved ECM platform. With years of experience, a global footprint and strategic alliances with industry-leading data capture and management providers, we're positioned as your premier, single-source ECM provider.



Content & Document Management Solution for Government



<p>Assess your content and document management – identifying clear “next steps” for improvement</p>	<ul style="list-style-type: none"> • Identify and assess current information governance policies • Better understand the various records and document types – including their formats, purpose and usage • Document the current landscape of technology solutions and platforms • Obtain clear recommendations for digitizing records, improving sharing of critical records and documents, storing data in accessible formats and addressing compliance requirements
<p>Modernize forms management</p>	<ul style="list-style-type: none"> • Build an enterprise forms library, including identifying e-forms that should be created or enhanced • Implement forms-based workflow to capture decentralized, unstructured data and integrate it into key business systems/processes • As needed, incorporate a barcode system to automate capture and indexing of information after a form is completed and returned
<p>Take an enterprise approach to managing content</p>	<ul style="list-style-type: none"> • Determine how to best manage content and documents throughout the records lifecycle • Implement or enhance an enterprise content management system to enable more reliable and secure access to information – including access for mobile workers • Support compliance programs by enabling better security measures and audit trails

Putting It All Together For You

A number of initiatives are driving the need for a more strategic and effective approach to content and document management. These include an Information Management Strategy and Policy (2007) as well as Directives of Recordkeeping (2009) containing guidelines around Web 2.0, retention, disposition litigation readiness and repositories which are all collectively creating a framework for Government Departments, Crown Corporations and Agencies to move to a digital workflow. In light of these and other mandates, it's an optimal time to reinforce your focus on digitizing records, migrating and maintaining records in an ECM system and modernizing your legacy systems. Whatever your content and document management needs, turn to Ricoh for help understanding where you are today, where you can go – and a strategic roadmap for getting there.

