

Digital Transformation Model

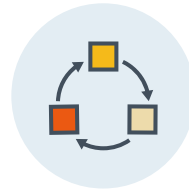


This model is a roadmap for transforming your organization into a digital workplace. Although it is not a linear model — it's possible to enter digital transformation at any pillar — it provides a structured framework for content digitization, process automation, analytics and more.

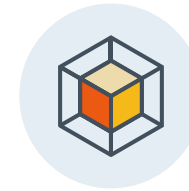
PHASE 1 Digitize PHASE 2 Automate PHASE 3 Transform



Easily digitize, categorize and manage your documents in a secure, central location.



Streamline processes, gain more visibility into your operations and increase the efficiency of cross-functional processes.



Transform how your organization operates and elevate the customer experience by leveraging data and insights, as well as the ability to integrate systems.



PAIN POINTS

- Manual data entry
 - No shared or central access to documents
 - Redundant work activity
 - Risk of losing important documents
 - Excessive storage and retrieval costs
 - Difficulty complying with regulations
- Time-consuming, manual processes
 - Minimal process visibility
 - No reporting available
 - Limited bandwidth
 - Poor customer experience and long wait times
- Difficulty measuring efficiency
 - Systems are not integrated
 - Processes are not aligned with business needs
 - Ineffective change management
 - Limited analytics for business insight



REWARDS

- Digital, scalable document storage
 - Minimal data entry and reduced human error
 - Centralized, secure document access
 - Reduce document storage expenses
 - Improved compliance, data oversight and data quality
- Increased productivity and elimination of manual tasks
 - Streamlined simplified business processes
 - Increased vision into processes
 - Simplified compliance that addresses regulatory concerns
 - Optimal staffing levels due to analytics
 - Improved customer experience
- Deliver a top-of-the-line customer experience
 - Use data to drive decisions
 - Integration and centralization of systems
 - Use predictive analytics to transform how you do business