



A Daybreak ICS White Paper



**eCapture Suite:  
ROI Overview**

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## Overview

The ability to effectively manage paper content is a problem that has plagued organizations since the invention of paper itself. As witnessed in the recent past, the consequences for inefficient document management can be devastating, if not fatal, to an enterprise. Over the years, vendors developed document capture solutions based on centralized scanning and indexing, which was a good first step, however the needs of most organizations have moved beyond just “document imaging.”

Users today demand not only quality document capture capabilities but also need the ability to get digitized content into the right repository quickly and easily where it can most benefit the organization, even if multiple content repositories from different ECM platform providers are utilized.

This is where most of today’s vendors fall short. Their focus is on either document capture or delivery, not typically both. eCapture Suite™ from Daybreak ICS is a distributed document capture and delivery solution that enables users in a distributed environment to capture, index, and deliver documents to multiple content repositories from a single interface. The purpose of this paper is to elaborate on target vertical markets and applications for eCapture Suite, as well as explore pain points where eCapture Suite can provide significant ROI.

## Capture Is Not Enough

Most of today’s document capture solutions are very adept at basic scanning and indexing. But how is that content delivered to the correct repository with metadata fields captured correctly? The only solution available to date usually involves a costly services engagement from the capture vendor or third party integrator that entails developing custom scripts that map the document metadata fields to the repository database. This adds significant time, cost, and complexity to the entire project. While this process has been the accepted (and only) solution for years, it does not follow industry best practices and usually requires specialized training just to use the system. In addition, if an enterprise utilizes multiple repositories from different ECM vendors (which is usually the case), the complexity of delivering the content to the appropriate repository grows exponentially. In fact, *most* organizations maintain multiple repositories to store and manage content. A recent AIIM Industry Watch Survey revealed that 71% of respondents have two or more repositories and 40% of respondents have six or more repositories.

eCapture Suite addresses both of these critical issues. Instead of developing a separate indexing structure for the capture application and requiring custom scripts to map these fields to the repository metadata taxonomy, eCapture Suite automatically extracts the taxonomy directly from the repository and presents it to eCapture Suite. This approach sheds a whole new light on capture applications, extending ECM best practices and saving users significant time and money during implementation. To facilitate document delivery into multiple repositories, eCapture Suite’s primary user interface, called eCapture LaunchPad™, provides the user with a central collection point where scanned images can be automatically routed to the correct ECM repository, all without having to open and close multiple applications.

## Vertical Market Solutions

eCapture Suite provides an efficient, cost-effective solution in any paper-intensive environment where the primary objective is to streamline paper handling costs and integrate paper assets into business processes. Regardless of industry, eCapture Suite provides distributed document capture and automated delivery of content to help organizations reduce cost, improve customer service, and increase efficiency. Sample target vertical markets include:

- Aerospace
- Education
- Engineering
- Financial Services
- Government
- Healthcare
- Legal
- Pharmaceutical
- Transportation
- Utilities/Energy

In addition to addressing document capture and delivery needs of key vertical markets, eCapture Suite is an effective solution for specific business applications such as:

- Business Continuity
- Collaboration
- Compliance
- Case Management
- Claims Processing
- Contract Management
- Customer Service
- Document Archival
- HR/Employee Records
- Litigation Support
- Shipping Information

## ROI: Show Me The Money

Today's organizations demand tangible ROI on technology solutions and expect visible, short-term results. The TCO (Total Cost of Ownership) approach is the traditional method of estimating software ROI which involves analyzing the associated costs and benefits of a solution. To take it a step further, Forrester Research recently published a paper which promotes adopting what they term the "Total Economic Impact" (TEI) method of evaluating software ROI. The TEI method includes not only costs and benefits, but also adds risk and flexibility as two additional parameters for evaluation.

eCapture Suite provides distinct advantages in all four TEI parameters and addresses several mission-critical areas that provide opportunities for significant ROI within an organization.

<b>Business Continuity</b> Ensures paper assets are secure and operations continue as normal in case of catastrophe
<b>Compliance</b> Comply with laws, regulations, and standards imposed by government, regulatory bodies, or internal policies
<b>Time To Market</b> Increased speed to market enables quicker incremental revenue generation
<b>Efficiency</b> Lowering costs and increasing operational efficiency by automating processes and providing the right content to the right people at the right time
<b>Customer Service</b> Improve customer satisfaction and increase loyalty by providing better service
<b>Cycle Time</b> Increase cash flow by reducing accounting cycle times
<b>Shipping Costs</b> Save freight expenses by capturing and processing documents at the point of creation, rather than shipping to a centralized scanning facility

## Conclusion

eCapture Suite is the right solution for organizations that:

- Have a need to capture documents from multiple locations
- Are using multiple content repositories (from multiple ECM vendors in some cases)
- Want to reduce costs associated with manual metadata entry
- Have a requirement to expedite and streamline converting paper content into digital assets for integration into business processes
- Need a method to easily deliver content to multiple repositories
- Desire a simplified interface, core capture features, and a cost-effective solution with no page count limitations or per user licensing fees

## About Daybreak ICS

Daybreak ICS is a leading provider of enterprise content management (ECM) solutions, enabling the world's top companies and government agencies to more effectively manage their information. Daybreak offers a full suite of ECM products and services in the create/capture, manage, deliver, and archive spaces and provides collaborative software tools that function across multiple ECM platforms. Daybreak provides implementation of customized ECM solutions, innovative software products, and specialized training to organizations worldwide.

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