VICISOFT®
unlocking information

ViciDocs ECM
Mange your information

ECM and Benefits

ViciDocs

About Vicisoft

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ECM spans a broad category of systems, strategies and tools designed to improve organizational processes that involve capture, management, preservation and delivery of information.

ECM systems can encompass document management, imaging, intelligent data extraction, records management, workflow, regulatory compliance management and collaboration capabilities.

Source: The Business Case for Enterprise Content Management, M-Files

Good ECM initiatives improve IT operational management, records management, archiving, and eDiscovery initiatives that are often related to compliance and legal objectives.

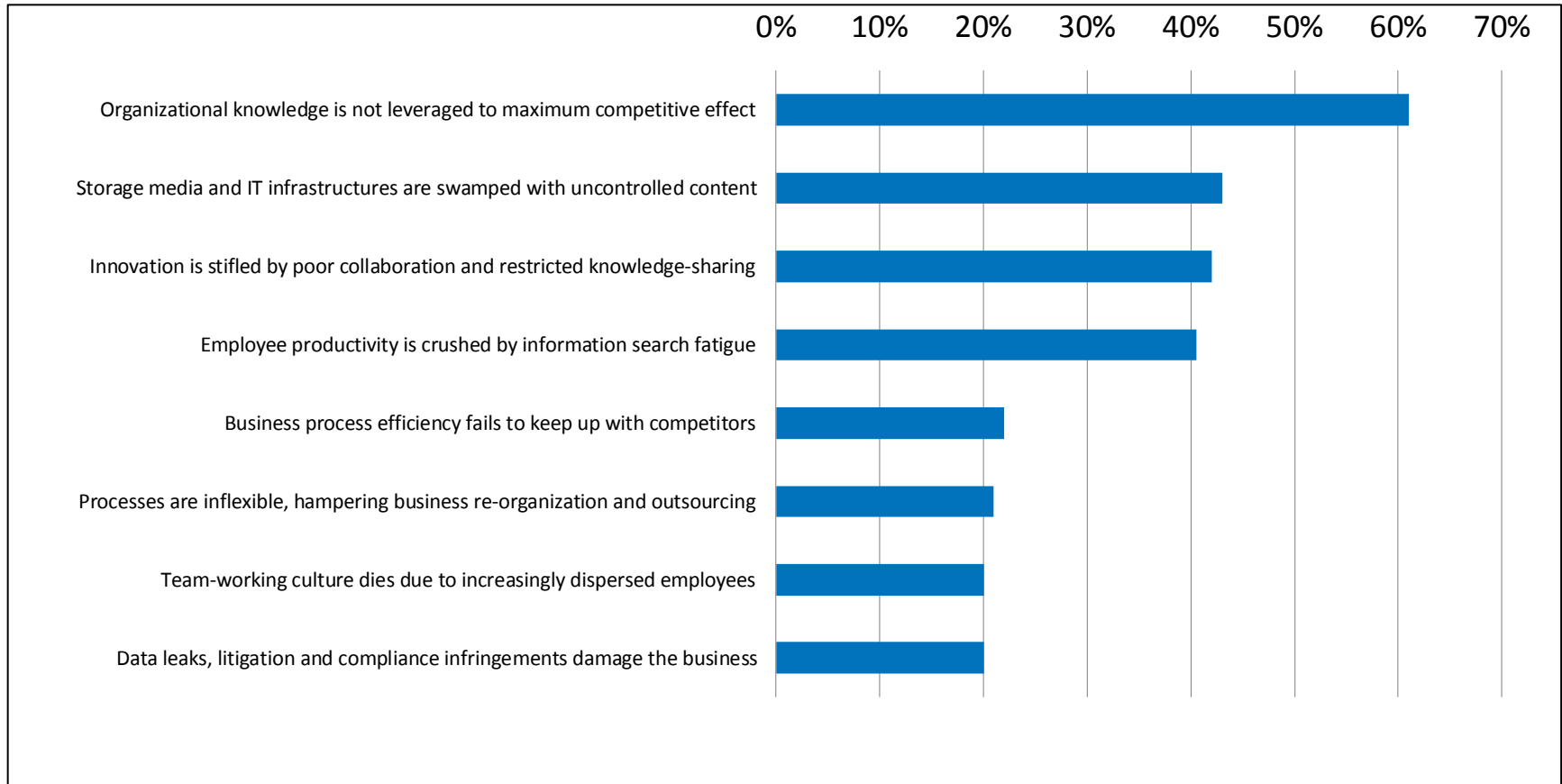*Forrester, Use ECM To Fire Up Business Processes, 2008*

Improved efficiency resulting from providing staff with remote access to company information is estimated to be between 20% and 25%.

AIIM 2011, Capitalizing on Content

$9.6 Billion: Projected ECM solutions spending by 2014
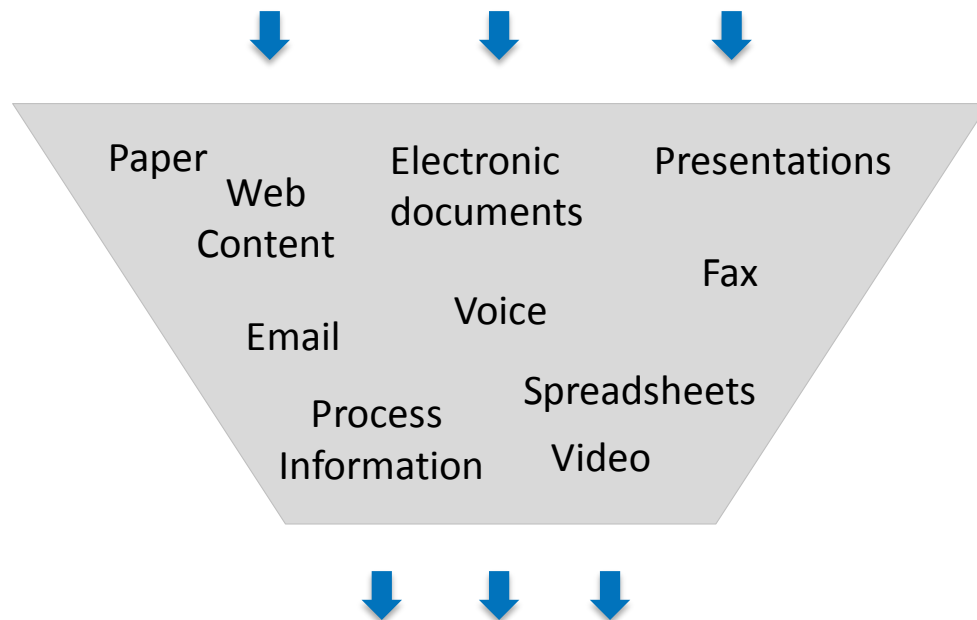
Tech Navio, 2012

Dangers of Content Chaos

Percentage of survey respondents identifying each of the dangers

Source: AIIM, Capitalizing on Content: A Compelling ROI for Change, 2011

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Exponentially increasing amount of unstructured data

Paper

Web Content

Electronic documents

Presentations

Fax

Email

Voice

Process Information

Spreadsheets

Video

How to control and manage information and *unlock* its value?

Significant ECM Business Drivers

	0%	5%	10%	15%	20%	25%

Improve efficiency — ~23%
Optimize business processes — ~19%
Compliance — ~13.5%
Reduce costs — ~12%
Mitigate risk — ~9%
Enable collaboration — ~9%
Improve customer service — ~6.5%
Faster turnaround/improved response — ~5%
Competitive advantage — ~2%

Relative importance of different business drivers for ECM

Source: AIIM, State of the ECM Industry 2011

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Decrease

Retrieval Time	Cost	Paper Usage	No. of Repositories	Rework / Duplication

⬇ ⬇ ⬇ ⬇ ⬇

Return On Investment

⬆ ⬆ ⬆ ⬆ ⬆

Collaboration	Staff Productivity	Process Efficiency	Compliance & Security	Access to Information

Increase

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About Vicisoft

Centralise your information

Capture information from different sources

Classify and index your files

Secure files based on user rights

Archive your files

Search and retrieve your files easily

Get notified based on events and dates

Share them with the right users
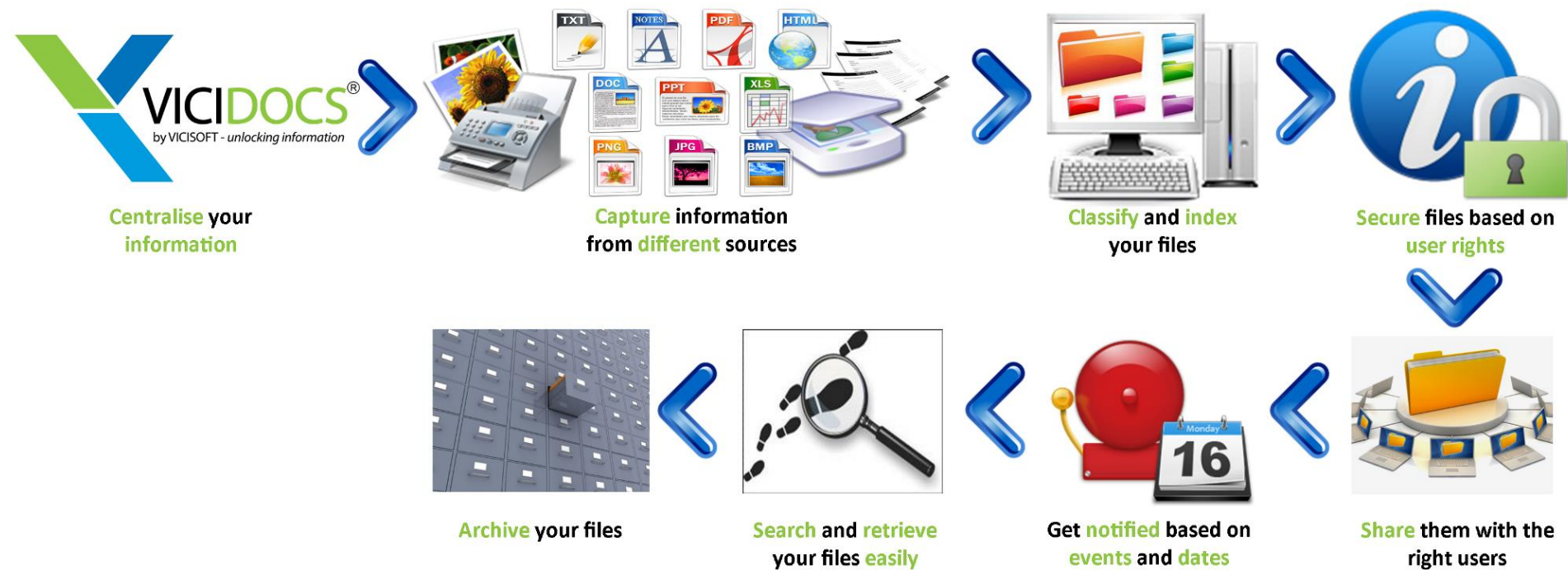
ViciDocs helps organizations address major ECM challenges in:

- *Capture & Retrieval*

- *Collaboration*

- *Customer Service*

- *Risk Management & Compliance*

- *IT Optimization*

Challenges		ViciDocs
Loss / misplacement	➡	Direct capture
Variety of content	➡	Supports all types of content
Multiplicity of copies	➡	One copy / concurrent access
Tedious search	➡	Powerful search features
Low availability	➡	High availability web access

Challenges		ViciDocs
Sharing information	➡	Sharing, discussion forums
Multiple locations	➡	Centralized repository
Managing content revisions	➡	Version control
Lack of concurrent access	➡	Concurrent access
Need for remarks	➡	Annotation support

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Challenges	ViciDocs
Data integrity	➡ Data protection / audit trails
Confidentiality	➡ Access control
Turnaround time	➡ Faster search
Information dissemination	➡ Sharing and notifications
KYC requirements	➡ KYC information capture

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Challenges		ViciDocs
Disaster recovery	➡	Backup and restore options
Data security	➡	Strong security & encryption
Records management	➡	Compliant with standards
Auditability	➡	Audit trails, version history
Information retention	➡	Retention & disposal

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Challenges		ViciDocs
Multiplicity of repositories	➡	Centralized framework
Integrability	➡	Web services API
Environment compatibility	➡	Highly compatible
Inflexibility	➡	Configurable
Multiplicity of devices	➡	Support for multiple devices

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Unstructured Enterprise Content

Paper

Web
Content

Electronic
documents

Presentations

Email

Voice

Fax

Process
Information

Spreadsheets

Video

ViciDocs

Structured Online Access

| Paper | Email | Softcopy Items | Voice & Video | Drawings | Fax |

ECM and Benefits
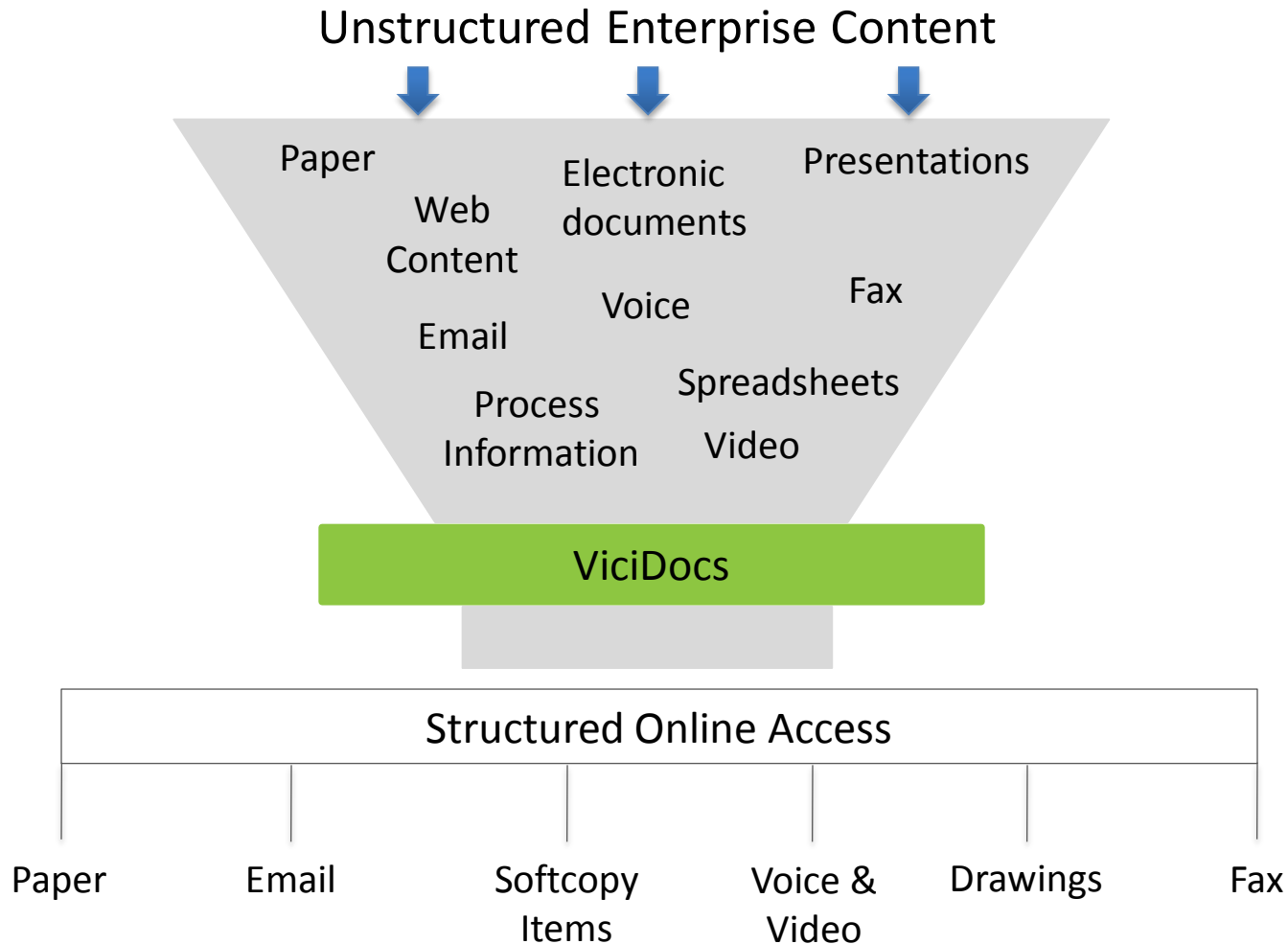
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About Vicisoft

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- Software product company founded in 2000

- Headquarters and global development center in Hyderabad, India

- Regional office in the United Arab Emirates

- Management team consisting of company founders and professionals with industry experience and relevant qualifications

- Focus on information management solutions & services (ECM & BPM)

Technology Partners

Market Partners

Product deployments: India, Middle East, Africa, US, UK, Singapore and Papua New Guinea

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