Departmental Document Processing

informa
The Information
Management Experts

"Lakeland Dairies produce and manage thousands of orders, statements & PODs weekly. This requires a very high level of data extraction, data entry & imaging to feed into multiple systems. **Informa's** systems and services integrate with these processes to reduce our administration costs significantly."

Turlough Farrelly
Head of IS
Lakeland Dairies

Paper processing and data entry will not go away, it's extremely time consuming and costly, but is the lifeblood of any organisation. Electronic documents still have to be processed and managed!

Introduction:

One thing we do know, is that regardless of your business or sector, paper has not reduced the way we expected it to. If anything, workloads have increased as administrating documents across departments has become more difficult to manage and more costly to process as it arrives in various formats (paper, email, fax etc.)

In addition it's not just the initial processing of documents, it's managing its retrieval, controlling storage, responding to information requests (internal & external) and fulfilling regulatory requirement on audits that need to be addressed.

Challenges:

Processing documents like PODs, Work Orders, Time Sheets, Expenses, Invoices etc weekly or monthly is, first and foremost, a massive drain on any department; it requires a heavy staff resource to keep on top of the task, with inevitable bottlenecks, due to the cyclical nature of business.

Expenses Scanning

When employees submit their paper expenses for processing, typically the Finance Administrator will check and secure all receipts (parking, lunch, vehicle etc) which is a time consuming task. **Informa** can take these expense claims, secure the receipts for scanning and record them by the claim number, date and claimants name for simple access and to assist with audits. Once captured these documents can be securely destroyed.

Proof of Delivery / Work Orders

Signed documents play a vital role in responding to customer enquiries, clearing payment or confirming delivery. **Informa** scan PODs and Signed Work Orders making them available digitally for fast and secure retrieval of information. The scanning can be completed daily, weekly or monthly and the data is typically tagged by the PoD number, Client Number or Contract Number. Once scanned and digitally secure, the documents can be shredded.

Time Sheets

Processing Time Sheets for employees is a time critical but time heavy task. The data from paper based time sheets are usually manually entered onto the Payroll system to ensure accurate payment to employees. **Informa** can alleviate time and manual data entry by extracting the required data from Time Sheets and present information in a format suitable for upload to the Payroll system and provide links to scanned data if required.

Batch Records / Production Sheets

Manufacturing, Pharmaceutical and Medical Device companies produce masses of paper documents and files. Work Orders and Batch Records are very important documents and they are often retrieved from storage and used in audits and client queries. There is a risk associated with only having the document in paper format. **Informa** as an ISO27001 service bureau can create a digital copy in PDF/A format of your hardcopy files with full text recognition.

Application Forms & Survey

Application forms, client surveys, membership & subscription forms and public registers are highly valuable documents that contain information and feedback that is time sensitive. **Informa** provide a service that ensures you get all information accurately extracted and presented back in a format that meets your requirements (Excel, XML, CSV, MDB etc).

About Informa

Informa are one of Ireland's leading scanning companies, providing automated solutions and services across all sectors. An ISO27001 and ISO9001 accredited company we have provided solutions and services to many leading Irish & International companies for the last twenty years.

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