

EMC Content Management Solutions for Document Processing Service Providers

The Big Picture

- Increase market share and improve revenue streams through expanded outsourcing services and higher margin offerings
- Leverage the comprehensive EMC solution portfolio, including solutions for intelligent capture, integrated application development, and customer communications management
- Take advantage of EMC's worldwide presence to uncover new opportunities

Increase market share and reduce operational costs

In order to continue to enjoy significant growth and profitability, many document processing service (DPS) providers need to evolve and develop new, compelling outsourcing services that help address their customers' business-critical requirements. By partnering with EMC, DPS providers can develop new revenue streams via business process-oriented services, including claims processing, employee on-boarding, and mortgage processing. An EMC partnership can also help DPS providers evolve from print providers to true multi-channel interactive customer communication management providers.

EMC is the only company that can provide DPS providers with a single, comprehensive platform—from image capture and archiving and records management to business process automation, customer communications, and document output management. By partnering with EMC, DPS providers can:

- Increase market share through expanded outsourcing services with new, higher margin offerings
- Improve operational efficiency, reduce costs, and improve productivity by consolidating the number of technology partners and platforms
- Reduce overall compliance risk
- Take advantage of a new, flexible business model—bring solutions to market faster and increase revenue streams with low capital investment
- Leverage EMC's worldwide presence to uncover new opportunities

EMC solution portfolio

The comprehensive EMC® solution portfolio includes the following.

Intelligent capture solutions

The costs and inefficiencies associated with handling paper documents are significant: document storage costs, courier and shipping costs, inaccuracy of data entry, and others. DPS providers are continually looking for state-of-the-art document imaging solutions to manage the full lifecycle of business-ready content. By offering these solutions, DPS providers can help organizations spare large expenditures and IT investments related to document capture.

Document capture is an integral capability that can be leveraged at any place during a business process. Many organizations are seriously considering implementation of such a solution. Today, intelligent capture has moved beyond its status as a stand-alone application. It is now a flexible service capable of changing as business requirements grow and expand.

By leveraging document capture solutions, DPS providers can expand their global service offerings and increase their penetration into existing accounts. With document capture, DPS providers can help organizations transform their paper documents into business-ready digital content, enabling them to reduce their IT costs, accelerate business processes, improve customer service, and reduce overall compliance risks.

Document processing service providers can benefit from a full range of EMC solutions:

- Intelligent capture
- E-mail archiving
- Records management
- Business process management
- Document management
- Customer communications management

Utilizing EMC intelligent capture solutions enables DPS providers to grow their service offerings and business by delivering a solid and proven document capture solution. DPS providers can utilize EMC intelligent capture solutions to help organizations:

- Reduce scanning time, preparation, and costs—as well as the costs associated with storing, filing, and shipping paper
- Improve overall productivity through the elimination of manual tasks such as preparation, sorting, and data entry (and its associated errors), while speeding up business processes
- Accelerate responsiveness through automated document processing and by facilitating quick, informed responses to customer and partner inquiries based on ready access to accurate, timely information

New and repeatable case-based solutions

In today's challenging business environment, DPS providers are looking for new ways to streamline and automate their business-critical processes. One alternative is to take a case-based application development approach. Case-based applications are people and process intensive. Examples include: accounts payable, loan origination, claims management, contract management, and others.

The EMC composition platform enables DPS providers to speed up their application development efforts and reduce risk by using a single, flexible, integrated platform. With EMC, DPS providers can easily build new case-based applications that are adaptable to change with market dynamics or end-user requirements—with fewer resources and in less time.

DPS providers can easily create new services—including hosted service offerings—by leveraging the ease of use, rapid development capabilities, and field tested development and deployment tools of the EMC composition platform. DPS providers can also create repeatable solutions to be used across multiple customers, and can accelerate sales by employing rapid prototyping and easier proof-of-concept creation. In addition, EMC solutions give DPS providers the crucial ability to manage the entire case lifecycle—capture, case management, customer communications, and archiving—to comply with industry-specific or national regulations.

By using the EMC composition platform, DPS providers can speed up their development processes, lower operational costs, decrease project risk, maintain customer loyalty, and expand market share. Solutions developed on an EMC composition platform provide DPS providers with the ability to:

- Deliver repeatable solutions and applications using reusable, componentized functionality that can be leveraged across multiple clients
- Decrease total project implementation times through the use of pre-built components, templates, and applications
- Improve margins and overall profitability through more efficient resource management to develop and support solutions
- Leverage the capabilities of a fully integrated solution with simplified development interfaces and deployment tooling

Customer communications management solutions

Many organizations provide a sub-standard customer experience by producing poorly designed, impersonal customer communications via internal legacy applications that are costly to maintain, difficult to update, and that often involve error-prone manual processes. In addition, older applications typically lack functionality and realtime, multi-channel delivery capabilities. By standardizing on a single, highly scalable customer communications platform, DPS providers can provide clients the ability to reduce costs, accelerate time to market, and improve the customer experience.

EMC customer communications management solutions provide DPS providers with the following capabilities:

- The ability to produce all types of documents from one solution—including high-value relationship statements with dramatic charting capabilities, customized marketing materials, and personalized fulfillment
- A rapid application development environment that improves turnaround time by up to 75 percent
- The ability to create information once and deliver it anywhere—multi-channel output can be created for both electronic and print distribution, including e-mail, print, and mobile devices
- Standardized XML support, which allows a swift exchange of data from various systems

Time to market and customer experience are critical in today's business environment. EMC customer communications management solutions enable DPS providers to offer their customers the ability to create personalized communications such as correspondence, proposals, contracts, statements, and marketing materials in real time, for distribution through a variety of delivery options.



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