

KnowledgeLake Solution

Comprehensive Document Capture and Imaging
for **Government Agencies**



The Challenge

Paperwork is an inevitable part of government. Forms, correspondence, and other printed documents provide guidelines and structure, helping people access needed services and ensuring regulatory compliance. Unfortunately, all that paperwork can be overwhelming—and expensive. Lost, misplaced, or misrouted documents are inevitable. Studies show that a typical government agency department of 1,000 people wastes more than \$11 million annually through manual document handling and management. Agencies facing tight budgets and even tighter scrutiny cannot afford that kind of expense.

With government processes, communications between departments, agencies, and the public has numerous challenges. Paper documents cause slow, labor-intensive, and expensive practices. Documents are easily lost, hard to share, expensive to mail, print, copy and store. Documents end up in decentralized silos that are challenging to access—and the documents are difficult to exchange between the agencies and the public.

Additionally, electronic documents such as Microsoft Office documents, PDFs, emails, and photos also provide challenges for government agencies. How will this information be stored in the repository? How can the information be efficiently accessed, distributed, and shared?

For paper and electronic documents, agencies must determine how to handle the lifecycle of the documents, compliance requirements, records management, and security.

The Solution

At KnowledgeLake, we deliver document capture and imaging solutions designed for these challenges. Our industry-leading Enterprise Content Management (ECM) software takes the hassles out of paperwork and provides a lower cost of ownership and higher return on investment than the competition. With our help, you'll spend less time chasing paper and more time doing what you do best - serving people.

The KnowledgeLake solution provides government agencies with fast, easy scanning of paper and the capture of electronic documents, along with sophisticated indexing of these documents. The easy-to-understand SharePoint interface minimizes training, and easily integrates with most line-of-business systems, providing document imaging to applications where it was either unavailable or cost-prohibitive in the past.

KnowledgeLake software increases productivity between departments, agencies, and the public. It can eliminate or condense time-consuming duplicate data entry and routing of information. Once paper has been turned to digitally formatted information, it can be handled much faster and more efficiently. Even the process of capturing the data can be optimized with features such as Optical Character Recognition, content validation, and database index lookups.

Solution - Continued

With a KnowledgeLake solution, your agency's workflow processes can be streamlined and automated. You can automatically institute permanent retention or variable retention policies according to the organization's business rules the moment the document is captured. SharePoint, which enables a secure and accessible repository for all government-related documents, can help improve processes even more by enabling multiple people to view the same electronic document at the same time without wasting valuable time and money copying and distributing paper files. Agencies can also issue policy changes and additional communications through an automated tracking and acknowledgement process that ensures all employees have reviewed and acknowledged the communication.

Benefits

KnowledgeLake has helped hundreds of organizations do more with less by streamlining document-intensive, back-office routines. Working with your staff we can help deploy a solution that results in:

- **Better information sharing and decision making** with easy access to key documents.
- **Enhanced customer service** that results from immediate access to content for both internal and public information requirements.
- **Achieving government environmental mandates** by reducing the need for paper.
- **Reduced operating costs** associated with labor, printing, mailing, data entry and more.
- **Enhanced reporting, compliance and retention policy initiatives** through carefully controlled access to content, with security features that protect privacy and comply with government regulations.
- **Fast access to documents** that are now available electronically—instead of being buried in physical file cabinets—for internal and external audits and discovery requests.

Benefits - Continued

- **More self-service access** to shared information for employees, such as corporate policies, benefits plans, personal work hour records, or the status of requests. This frees up staff to focus on information driven processes instead of acting as librarians.
- **Increased user adoption and reduced training** time with solutions that are easy to implement and use.

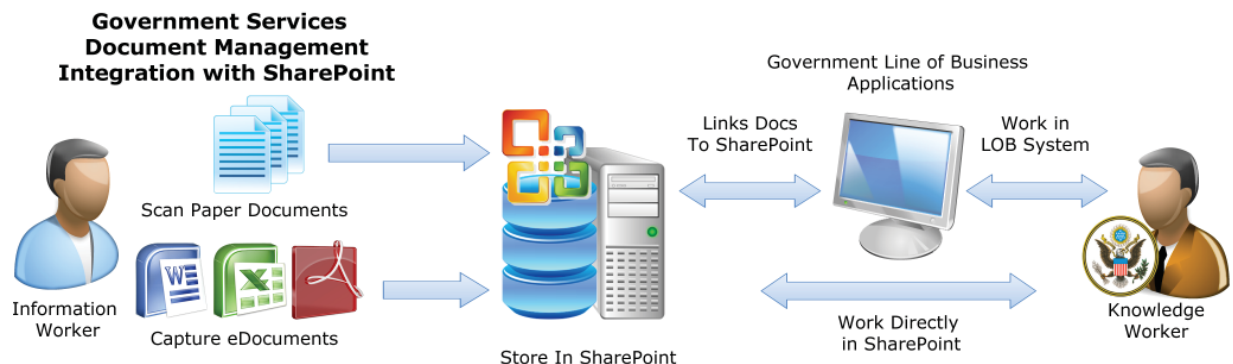
Microsoft-Centric Solutions

KnowledgeLake's ECM software for Microsoft SharePoint enables you to organize unstructured content and store it in SharePoint. This tight integration of KnowledgeLake products with SharePoint can help government agencies maximize existing technology investment through:

- **Low cost of entry and ownership** by leveraging existing IT investments.
- **Meta-data driven searches** that provide fast search capabilities to maximize employee productivity.
- **Total Enterprise Content Management (ECM)** with SharePoint that lets users scan, index, search, view and manage content.
- **Use of SharePoint as a repository** for document management, records management, and web content management.
- **Faster user adoption** that results from the intuitive SharePoint interface.

About KnowledgeLake

KnowledgeLake, Inc. develops document imaging, document capture, and workflow products and solutions for Microsoft SharePoint. KnowledgeLake extends the Enterprise Content Management (ECM) capabilities of SharePoint, enabling businesses to reduce mailing costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products that most businesses already own and use. For more information, visit www.knowledgelake.com.



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