



The **Dos** and **Don'ts** of ECM

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Do

Go Paperless

- Distributed Capture
- Forms/Fax/email
- Integration with outside entities



Don't

Reinvent the wheel

- Experienced vendor
 - Best Practices
 - Industry experience PLUS ECM experience



Do

Understand your customer

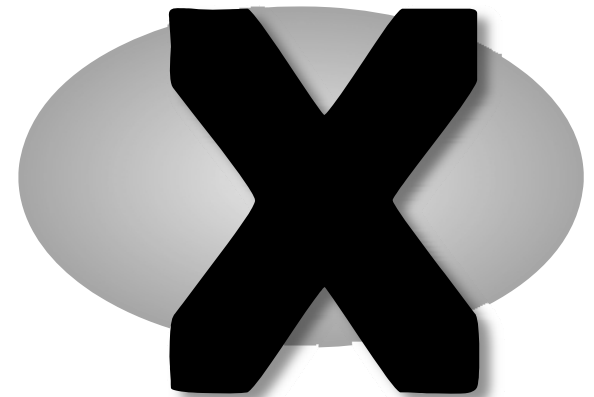
- Not just a technology project
- Changes in the service delivery model
- Self-service, community integration



Don't

Assume someone knows your business

- It's all about the details
- Back file scanning
- Day forward processing
- Keywords



Do

Embrace change

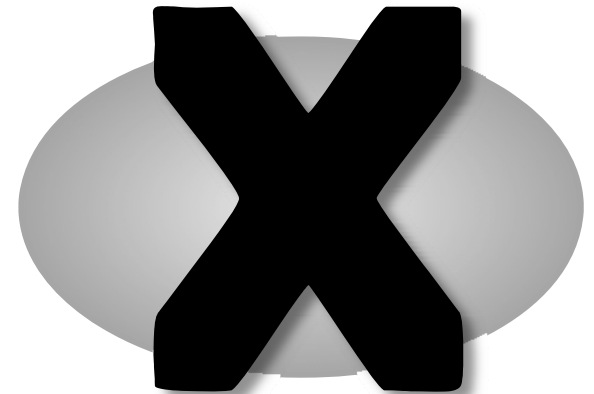
- Standardization
- Business process reengineering
- Best practices



Don't

Go it alone

- Partnership vs. vendor relationship
- Include program staff intimately
- Self sufficiency



Do

Revolutionize your business





Questions?