

Manual Capture Can Kill Your ECM System

Keeping your documents in an enterprise content management (ECM) system creates a lot of value for your organization. It allows your employees and customers to easily find all the business documents that they require at the right time. It enhances the collaboration within your team and opens the door for better customer service.

But too often, organizations don't do enough efforts to optimize the content capture process and keeping your content within an ECM system ends up requiring too much manual operations. At first, management had foreseen a large return on their ECM investment, but as the process is too cumbersome, the enterprise content is only partially managed and the nice ROI quickly vanishes away.

The key to solving this problem is using an efficient capture tool. A good capture tool will allow you to capture ALL your documents AUTOMATICALLY and SIMPLY.

If all documents have to be manually indexed, typed and deposited into the ECM system, this process won't last unless there is a very strong management commitment to enforce it.

If all documents are automatically stored into the ECM system without any manual intervention and without any need for management reinforcement, the process will just run smoothly and there won't be any risk of missing data in the system.

Let's see a simple example:

Option A: ECM without a capture tool

- You receive an application form by e-mail from a customer
- An agent saves this form on its desktop
- He searches for this customer's folder in the ECM system
- He manually adds the form to the folder
- He manually indexes the form to be able to retrieve it with certain metadata
- He sends an e-mail to the applications department saying that the form can be processed from the ECM

Option B: ECM with a capture tool

- You receive an application form by e-mail from a customer
- The form is automatically transferred (importation folder, web service, etc.) to the capture tool
- The capture tool extracts all the metadata from the form (customer ID, application type, etc.)



- The capture tool automatically deposits the form in the customer's folder in the ECM system
- The capture tool sends an e-mail to the applications department saying that the form can be processed from the ECM system

With option A, you may wonder if the agent has put the form in the right folder, if he indexed it correctly and if he notified the applications department. With option B, the capture tool formalizes the process and insures that all documents are stored in the ECM system in the same way. Also, if you select the right capture tool, all your capture process will be secured, audited and traceable, allowing you to follow the lifecycle of a document from A to Z and giving a legal value to your business documents. The result will be a healthy and prosper ECM system.



Topics: [content](#), [sharepoint](#), [alfresco](#), [capture](#), [scan](#), [metadata](#), [ecm](#)