

# Intelligent Document Management

## Introduction

Synertech's unrivalled expertise and experience in the design, development, installation and support of solutions based on innovative radio frequency identification (RFID) technology enables the company to supply filing and record management systems that guarantee unrivalled levels of control and security for documents, printed material and irreplaceable manuscripts and books.

## Background

The myth of the "paperless office" has been around since the advent of commercial computing more than 70 years ago.

And while the "digitisation" of documents and the development of electronic document management systems (EDMS) may have helped reduce the amount of paper that needs to be managed, printed documents as well as a comprehensive variety of other original paper-based records remain firmly and irrevocably entrenched as a non-negotiable aspect of daily life and business best-practice.

Among many specific applications that remain heavily reliant on paper-based records in both the private and public sectors are the recording and authentication of agreements and legally-binding contracts, patient records used throughout the healthcare industry, priceless manuscripts, reference works and books in public and institutional libraries and national

archives, and paper-based files and dockets used to support the safety and security sector, the legal profession and the criminal justice system.

Critical to the success of managing printed documents and paper-based records are issues related to where and how they are stored, how quickly and easily they can be retrieved and how to guarantee their safekeeping in terms of tracking and controlling their whereabouts on a real-time basis.

## Key features at a glance

Synertech has developed a filing and record management solution that not only drives down costs due to dramatically improved staff productivity and optimised space utilisation, but that also helps to guarantee the security of documents and prevent loss of vital information and paper-based artefacts.

The solution incorporates the following key features:

- **Filing systems** - The design and customised construction of purpose-built filing systems based on Synertech's unique "SmartStorage" product range. These products include lockable cabinets, secured shelving, cupboards and retrofitting of compliant rolling cabinet infrastructure that are RFID enabled in order to ensure that all documents can be identified, authenticated, tracked and traced from the repository in which they are held to any user-defined areas.



- **Specialised tags** - Specialised tags, sometimes used in conjunction with bar coding, that are designed to be tamper proof and are also encoded to prevent replacement with unauthorised tags. All pages on an important file can be tagged should the complete document be of high value or importance.
- **Software development** - The provision of document registration facilities as well as automated handling and recording of chain of custody and other access security requirements, including document return management.
- **Live monitoring and dashboards** - The ability to monitor, track and authenticate where a document or printed record is in near-real time according to user-defined parameters such as restrictions on its movements within a facility or between departments etc.
- **Alerts and notifications** - The ability to send out a warning alert or notify nominated individuals or key personnel when a record is moved out of a filing location or designated area, or when other user-defined parameters are invoked. Alerts can be sent out via SMS, E-mail or both based on defined roles and responsibilities, escalation procedures and other critical business control rules. Alerts can also be used to set of audible and visible alarms.
- **Retrieval** - The system by default provides for the ease of document retrieval. Provision of mobile devices can be used to augment the system capabilities facilitating quick and easy search and location detection of tagged documents in dense storage areas or in non-SmartStorage enabled areas (i.e. where a document has been misplaced in an office for example, a handheld device can be used to easily locate the specific item).
- **Security** - Biometric devices are available to manage and record access to the storage area and the housing device. This can be used to provide an authenticated document movement record (also sometimes referred to as the typical " artefact chain of custody".
- **Reporting** - The generation of reports based on user-defined requirements. Virtually any report can be drawn up based on the type of information required. Reports can be delivered via e-mailed and printed, or integrated into other applications.
- **System integration** - Integration into mainstream ERP systems in order to ensure that asset management complies with accounting and auditing functions.

## Business benefits at a glance

Synertech's filing and record management solution offer the following measurable business benefits and value:

- **Location** - Pinpoint accuracy related to where a document, file or printed record is located in a storage facility, a library or archives as well as within a filing system such as cabinet or shelves. Location is provided on a real-time basis.
- **Increased security** - The system can be configured to provide configurable alerts and alarms as well as other security features such links into other options such as Closed Circuit Television (CCTV) and biometric access.
- **Enhanced compliance and risk management** - A filing system that conforms to legislation and statutory requirements that dictate what the retention periods are for various classes of documents and records and that are subject to audit verification.
- **High level of customisation** - A system that is quickly and easily designed and customised to meet the exact requirements of virtually any business environment.
- **Warranty** - All systems are backed by a 12-month warranty on materials and workmanship commencing from date of delivery.
- **Maintenance and support** - A range of technical support and maintenance options are available based on formal service level agreements.
- **Training** - Various training options are available ranging from comprehensive classroom training to on-the job training. All systems are provided with training documentation.

## Summary

Designed, developed and implemented by Synertech, a proudly South African company with more than a decade of success at the forefront of supplying innovative RFID technological solutions to clients across a broad range of industry sectors, the company's filing and record management solutions offer unprecedented value and an unrivalled level of peace-of-mind security.