

# THE MANAGEMENT OF DOCUMENTS – AN OPTIMISING COMPONENT FOR A COMPANIES IT SYSTEM

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*In order to ensure success in the competitive world of business, companies must accommodate the needs of their clients, partners, employees and capital owner. Companies that pay attention to the way their documents and information are administrated are more prepared to face cost reduction and can respond much faster to the changes occurred on Basically, it is all about information and controlling it and thus the response time is minimum to any inquiries or demands that come from inside the informational system of the company. So, you need an efficient document management. Software solutions that come to your aid, in order to optimize this process are Electronic Document Management System.*

*Key words: Management, document, efficient, efficiency, opportunity, safety, IT.*

## **Introduction**

In the modern economy the rate of changes occurred in this environment is becoming more rapid.

Organizations are being bombarded with more and more information, which they must manage accordingly so they can benefit from opportunities and avoid possible threats. More and more management specialists agree on the idea that information represents one of the most important resources of a company, that is why it must gathered, analyzed transmitted, stored in an efficient, opportune, clear and safe way. This is why companies give great importance towards developing IT systems capable of:

- manage information with low costs;
- allows receptors in real time to receive information needed in the decision making process;
- contributes to the fulfillment of the objectives of the organization;
- eliminates or reduces to a minimum a series of specific deficiencies of an IT infrastructure such as: filtering, distorting, short-circuiting informational circuits, overcongestioning this circuits or even their redundancy;
- ensure increase security for information.

A solution for developing IT system with the above mentioned characteristics is the IT systems for managing documents

### ***Actual problems in managing documents***

According to an IDC<sup>1</sup> study, done in the USA on 550 companies (small, medium and corporation) the following conclusions arose:

- a) a 68% percentage of the participants at this study have expressed their belief that efficient initiatives in the management of documents generates competitive advantage, profit and higher income;
- b) efficient management of documents influences client services;

- c) approximately two thirds of the participants at this study estimated that they will obtain cost reduction with almost 20%.

An electronic document management system offers organizations the necessary tools to create, manage, distribute and control efficiency electronic documents. Thus it is possible to solve complex problems generated by:

- a) a large quantity of documents found in the IT system;
- b) directing these documents towards the persons responsible with analyzing the information, the decision makers;
- c) the informational content of these documents and the way it is transmitted;
- d) searching for documents, respectively the information contained on them;
- e) archiving documents;
- f) bringing them up to date and analyzing the documents (working with different versions or copies);
- g) documents security.

In the following we will present a series of solutions offered by an electronic document management system:

**a) Large amount of documents**

<b>Problems</b>	<b>Solutions</b>	<b>Advantages</b>
Registering documents	Capturing all entrance sources: - Registration; - Fax; - E-mail; - Electronic files of any type.	Easy management of documents.
Marking up documents	Indexing documents: - manually; - automatic.	Eliminating the risk of losing any documents.
Slow and hard evidence	Creating document packages on the basis of just one common information.	Reducing the time for gathering and analyzing information.
	Associated documents: Each document will be linked to another.	Creating the premises for a fast search and found operation for the documents.
		Diminishing or eliminating major deficiencies of the IT system linked with over crowding of its circuits.
		A unitary procedure for classifying documents in the company.

**b) Directing documents towards the receptors who analyze the information needed in the decision making process**

Problems	Solutions	Advantages
Loosing documents	Finding in real time the place where the document is.	Decreasing the time for the decision making process.
		It reduces or even eliminates the probability of short circuiting voluntary or involuntary the IT circuits (through wrong sending of documents).
Over passing the deadlines of the documents because of: <ul style="list-style-type: none"> <li>- issuing the, by the decision makers;</li> <li>- absence from the organization of the in charge person;</li> <li>- the jamming in an information point of the IT circuit.</li> </ul>	Launching in an automatic or manual mode, on pre-establish work flows or ad-hoc.	Eliminating the blocking in document handling.
Modifying IT circuits in the company on short term due to sharing responsibilities, occurred due to the changes in the organizational chart. Launching documents on other informational documents the right ones.	A rapid programming of the IT circuit in concordance with the management request. Delegating responsibilities from a managing point of view.	A flexibility of the IT system, rapid adaptive to the changes occurred in the environment, allows the sustainability of management delegation process, and offers more flexibility to management.
A delay in transmitting documents, respectively information to some receivers.	Announcing the management factors of the premises for not meeting the deadlines.	A real and permanent evidence of the delegated tasks.
		The possibility for a direct intervention in order to meet the approved deadlines.

**c) The informational content of these documents and the way it is transmitted**

Problems	Solutions	Advantages
Omitting unintentionally or intentionally of information.	Documents become typed.	A better fundament of decisions and/or increasing operating efficiency.
	Correlating the informational content from more documents.	
	Automatic generation of documents that present dynamically information (charts, tables) that realize correlation between other documents.	Allows the applicability of a management system through exceptions, a faster way to interpret information/

The receptor does not understand the information in the message.	Adopting a same format for documents, based on the receptor.	Increases the efficiency and the effectiveness of operations and decision making process.
A long time for gathering analyzing and transmitting information.	Automating and comprising operations.	The information opportunity increases and operating costs of the IT system are reduced. The premises for implementing and developing a management based on knowledge are instituted <sup>2</sup> .

**d) Searching for documents, respectively the information contained on them**

Problems	Solutions	Advantages
Loosing an important amount of time for finding the desired documents.	Searching after certain criteria for documents.	Decreasing the duration of the informational-decision making process.
A wrong identification of documents and of their locations in which they are located.	Searching for documents according to the information existent on them	Finding very fast the desired information.
The found documents do not contain the desired information.	Placing documents into folders according to the contained information or their responsibility.	Eliminates the times allocated to classifying documents.
	An automatic classifications of documents based on their contained information	Putting into use the entire content of the documents.

**e) Archiving documents**

Problems	Solutions	Advantages
Insufficient space for storing documents	An automatic classifications of documents based on their contained information or any other criteria	Decreasing the duration of the informational-decision making process
High financial resources allocated to this activity.	Electronic saving of this documents	Reducing the expenses allocated for his activity.
Allocated time for this activity	An automatic classifications and storage of documents based on their contained information.	The impossibility of misplacing or loosing any documents.

**f) Bringing them up to date and analyzing the documents (working with different versions or copies**

Problems	Solutions	Advantages
An almost impossible evidence of revisions made to multiple versions of the document.	An automatic evidence for versions as well as operations (who, when and what was done).	Reducing the expenses for document multiplying.
High consumption of resources:	The circulation of an electronic	A clear evidence of the

<ul style="list-style-type: none"> <li>• paper;</li> <li>• consumers for printers and copying machines.</li> </ul>	copy of the document inside the company, ensuring the integrity of the original document.	operations done on any document.
A high probability that instead of the current version of the document, on the workflow there is another version.		The possibility to keep or to delete the desired versions of the document.
Allocating manpower, time and resources for this activity.	Electronic archiving of this documents.	The existence of an exact replica of the original documents.
The danger of destroying and/or deteriorating over time or due to wrongful usage the documents.	The existence of an exact replica of the original documents.	The quick find of the archived documents.
The hard and slow process of finding existing documents in the archive.	Storing the electronic archive in different locations.	A strict control over the persons who have access to the archive.
High costs for reconstructing an original document lost or partially destroyed.	Automating archiving of documents due to the desired usage/conditions.	

#### g) Document security

Problems	Solutions	Advantages
The existence of risk that confidential information can be divulged.	Keeping documents safe.	Minimal cost allocated to documents security.
	Automatically settling some priorities for access to different level information based on structure and decision competencies.	Reducing the risk of divulging any information. The possibility to efficiently apply a management though exceptions with its specific advantages.
The possibility of losing documents or them being stolen.	Ensuring the conditions imposed by the companies security policy.	Eliminating the ways though which the information can leak.
The possibility to forge documents.	A strict control of the exit ways of documents from the company : - Fax; - E-mail; - Printing.	Eliminating the premises for altering the content of the documents.

#### Bibliography

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