



Digital Transformation for the Changing Office Environment

Technology solutions to keep your business and processes in motion

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Digital Transformation for the Changing Office Environment

Technology solutions to keep your business and processes in motion

Office environments are changing, most notably due to the challenges brought about by the COVID-19 pandemic. What was normal for decades no longer applies — offices now need to be flexible enough to accommodate remote work arrangements while needing increased efficiency to keep pace with the demands of highly competitive markets.

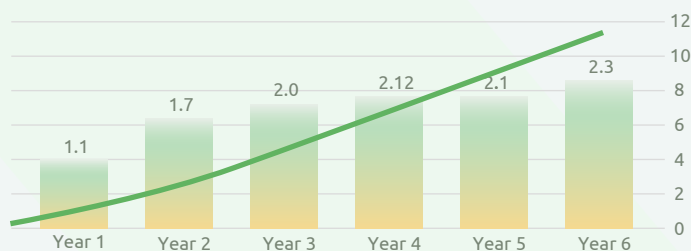
With these factors considered, embracing digital solutions is proving to be the way to go. Technology solution providers, such as PairSoft have been and continue to be the key to making digital solutions more approachable for businesses with tight budgets and more palatable for business leaders who have been resistant to change.



A successful platform play can achieve close to 10 percent growth momentum in EBIT in five years.

Impact of platform play on profitable growth, EBIT growth, %

■ Annual compound effect — Cumulative platform effect



Difference from no platform play; includes compound effect linked to growth momentum, EBIT = earnings before interest and taxation.

Source: [McKinsey Digital Survey 2018](#), [McKinsey Global Institute](#)

And the benefits aren't unfounded. According to management consulting firm McKinsey & Co., a successful shift to digital can achieve close to a **10% growth momentum in EBIT in five years**. And with the digital gap still rather wide despite decades of technological advancement, the room for potential growth may even be greater than projected.

With the guiding hands of a competent and trusted solutions, digital solutions can be a powerful catalysts for considerable growth. The key is finding which IT tools your organization stands to benefit from the most — and dialing it in properly to draw out maximum effect.

And since digital solutions nowadays are deployed from cloud platforms, development is infused in a steady stream. This means that your business enjoys cutting edge technology as it becomes available. With this kind of immediacy and seamlessness in deployment, the trajectory for your company can only point upward.



Technology Changes Business

Continuous developments in technology have always driven businesses forward. With technological growth, communications have become instantaneous, business visibility has become wider, and productivity has increased exponentially. So it isn't unusual for companies to seek the positives of a technology-ready workspace.

Related article: [Why should a document management solution matter to business executives?](#)

As much as technology changes business, the pursuit of sustainable and productive practices has changed how businesses use technology. Striking a balance between traditional and futuristic processes and methods gives businesses a better environment for productivity. That is, firms must be able to adapt to the arrival of new tech, integrate it with existing infrastructures to enhance present processes, and ultimately improve their position in the market at large.



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Operating a Business on Non-Current Technology

Practically all businesses are built on a bed of paperwork — even new, fully digital enterprises still handle physical documentation, especially those pertaining to local permits and regulations. So physical papers are simply a fact of life.

However, problems start when manual document management overwhelms routine business processes. Once this happens, employees become swamped with tedious tasks that decrease their productivity and morale, hurting your bottom line. Here are the most common document management issues:



✗ It takes up a lot of space

The average office worker uses **over 10,000 sheets of paper per year** — just think of the cabinet space you'll need for just ONE employee. And as your business grows, you'll slowly use up more space and before you know it, your paper storage system is an entire room's worth.

✗ They are prone to loss or damage

Paper degrades over time so even leaving them be isn't enough to protect their contents. Many large companies spend on special climate control systems for their physical document storage, but that's something small- to mid-sized businesses (SMBs) really shouldn't be spending on.

And then there's the risk of fire, water, or animal damage. Paper is flammable, so having a lot of paper materials in your office can elevate your risk for fire. And should water damage or an insect/rodent infestation occur, your business can be put out of commission just because of the lost paperwork.

✗ Changes are difficult to apply

It is normal to apply changes to documents, be it to correct clerical errors or to update their contents. However, altering paper documents can get messy and time-consuming. Furthermore, a change usually entails another complete trail of paperwork, which itself can be subject to change down the road — an endless cycle.



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× They can be difficult to access

Once your business amasses a lot of paper documents, you'll realize that even with some semblance of a storage system, paper documents can completely overtake that storage system and prevent easy access. Most businesses get hit by this reality at the worst possible time: when they need to access a several-years-old important document for an urgent task.

This problem also rears its ugly head for businesses that have remote work arrangements. Sticking to a paper-only document system all but ensures that your out-of-office staff have no timely access to important files. This will greatly impede your employees' productivity and can hurt your reputation and bottom line.



× They result in needlessly high costs

Paper is a finite resource, and its price doesn't typically stay the same from year to year. So if you're looking at a handful of sheets per month, then sure, that'll come out cheap. But if your company deals with lots of documents, that cost will slowly rise as you go, and before you know it, you've dropped hundreds or even thousands of dollars on paper products alone. For cost-conscious SMBs, this isn't a good way of sustaining your operations.

And on the topic of sustainability, the cost to the environment is high as well. Continued heavy reliance on paper products contributes to deforestation as well as rising levels of trash. It's always a great idea for the long haul to be careful about your business's carbon footprint; cutting back on paper use is a step in the right direction.

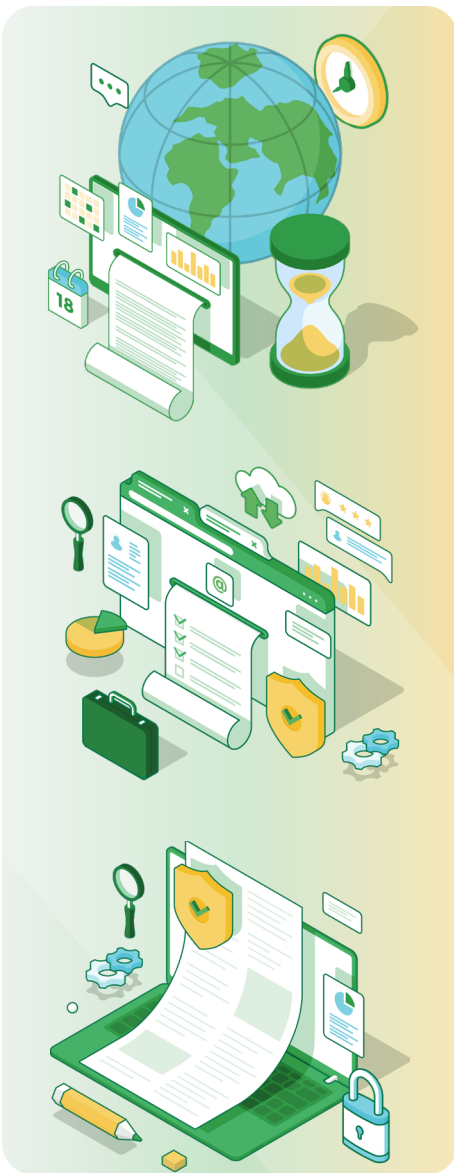
Related article: [The true cost of a paper-based document management process](#)





Digital Solutions You Should Look Into

Specialized SaaS providers like PairSoft can provide you with document systems that will help you make sense of your business information in a coherent and organized manner. Best of all, you can fully customize your experience to fit your specific needs. Here are some digital solutions from PairSoft that can revolutionize how you handle your company papers:



◆ Digital redundancies

Digital redundancies are digital copies of your documents. They serve as backups to your physical documents, so you can be assured that no important information is lost in the event of a disaster.

Digital redundancies can also help you recover from downtime caused by ruined documents — your business will be up and running in a matter of minutes even if your older documents don't survive damage to your current storage system.

Related article: [How Document Management Solutions Catalyze Business Success](#)

◆ Total digitization

Total digitization means making the complete shift to a digital system and doing away with traditional paper-based documentation. This is ideal for smaller businesses with very limited space, as it eliminates the need for physical document storage.

Its downside, however, is that it limits the organization's flexibility when handling certain transactions. Some transactions require a physical paper trail, forcing companies on totally digitized systems to spend more time and resources procuring physical copies of documents they should already have.

◆ Hybrid document management system

A hybrid document management system is the best of both worlds, as it allows you to retain physical copies of your most critical paperwork while also maintaining digital copies of all your business's documents. Physical copies of your most important papers give you the ability to complete transactions immediately, while having your entire document library on digital record will give you peace of mind, even when faced with devastating disasters.



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Benefits of Digital Document Management Solutions

PairSoft offers the latest in digital document management, electronic workflows, transaction automation, smart forms, and mobile office solutions. We also integrate our digital solutions with Microsoft Dynamics, Dynamics 365, Blackbaud, NetSuite, and Sage Intacct, so you don't need to migrate everything to a completely new system. This saves you time and money, so you can focus all your resources on performing at a high level for your clients.

You can also experience the following benefits with digital document management:

◆ Flexible workflows

Electronic workflows are now the backbone of a new era of productivity. Businesses have responded to the threat of COVID-19 by shifting to remote work and even work from home arrangements. A traditional paper-only workplace will have a difficult time making that transition, as transporting documents daily can get complicated and time-consuming, not to mention costly. Furthermore, businesses will be risking loss of important information or documents on this setup.

With digital document solutions, your staff can work and handle critical documents from virtually anywhere, securely. It'll help them stay productive without sacrificing business data integrity.

◆ Reduced physical storage space

Limited space is no longer a problem once you shift to a digital document environment. Instead of needing rooms for files and papers, you'll only need to allocate a cabinet's worth of space for them. And if you elect to deploy a hybrid environment, you'll still have your most important papers on hand as your business needs dictate.



Managing your space this way can help reduce utility and rent costs, and even enable you to use your newfound space for more revenue-generating investments such as additional employees or more machines.

◆ Enhanced security

With digital document management, you can be assured that sensitive information is protected from prying eyes. Electronic documents can be encrypted or protected by access controls that limit viewing privileges to only those who need it. But with physical papers, any stranger can take advantage of a busy office to take photos of confidential information, or worse, steal entire documents.

◆ Improved regulatory compliance

This is one of the biggest draws of digitization, especially for smaller businesses experiencing a surge of growth in their customer volume. Compliance can be a tedious pursuit, and as an organization grows and handles more documents, complying with laws and regulations becomes more time-consuming. Digitization can automate certain steps in the collection and storage process, so that the data is less prone to errors and risk of loss.



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Benefits of Digital Document Management Solutions

Below is a list of the most common compliance standards and the different ways digital document solutions improve compliance.

Regulation	Affected parties	Data coverage	How digital document solutions help meet regulations
Family Educational Rights and Privacy Act (FERPA)	Educational institutions and agencies that receive funding from the US Federal Government	Personal student records	Prevent loss or unauthorized access to personally identifiable information (PII) in educational records
Federal Information Security Management Act of 2002 (FISMA)	Federal agencies, their subcontractors and service providers, and organizations that operate IT systems for federal agencies	Federal government information	Reduce risk of data loss by conducting regular risk assessments and implementing appropriate controls
General Data Protection Regulation (GDPR)	All organizations that handle personal information of EU residents	PII of EU residents	Protect PII of EU residents from unauthorized or unlawful processing, accidental loss, damage, or destruction
Gramm-Leach-Bliley Act (GLBA)	All organizations that provide financial products or services	Nonpublic personal information	Ensure that all collected information is stored and used securely, while also providing transparency on collection and storage procedures
Health Insurance Portability and Accountability Act of 1996 (HIPAA)	All healthcare providers that transmit health information electronically	Personally identifiable electronic patient health information (ePHI)	Provide a security deployment infrastructure that protects against reasonably anticipated threats, as well as ensure confidentiality, integrity, and availability of ePHI
Payment Card Industry Data Security Standard (PCI DSS)	All businesses that process, store, or transmit credit card data	Payment card data	Provide a uniform system for mitigating threats and implementing strong access controls

As data compliance is stricter than ever before, a document management solution can provide you with the level of organization you need to meet multiple data protection standards. Achieving compliance will not only allow you to continue operating, but it will also enable you to show your commitment to customers and suppliers alike.



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Benefits of Digital Document Management Solutions

◇ Easier information retrieval

Growing companies often learn the hard way that a huge buildup of physical documents leads to difficult information retrieval. There is often no way of identifying at a glance a single sheet of paper from a pile of documents. And because paper and ink can degrade significantly, snippets of information may become lost over time.

In a digital system, information retrieval is as simple as a keystroke or two. And that's not just for looking up document titles or client names — your document solution provider can even set up a secure search feature for looking up specific terms and keywords in the body of documents themselves. There's no need to manually pull up several different documents from several different shelves just to compare transactions or outcomes with similar variables. You can do all that on your computer, or even on your mobile device while you are on the go.

◇ Improved collaboration

A key feature of a properly digitized document infrastructure is that it improves not only how documents are stored, but also how they are initially formed. So, digital document solutions can go beyond mere scan-and-store processes. Most solutions will allow you to do away with paper-based information input by providing a transaction interface, such as a physical in-office kiosk or a mobile app your clients can download.

Many digital documents solutions take it a step further by integrating with productivity solutions such as Microsoft 365. This allows your workers to collaborate effectively and provide the necessary documents and other paperwork to you and your clients seamlessly — even when faced with the prospect of constant updates and changes to document contents.

◇ Better backup and disaster recovery

Lastly, your business will be in a better position to recover from disasters if you deploy a digitized document environment. On a paper-based system, your disaster response will hinge highly on how well you'll be able to preserve and transport the contents of your document library. Imagine what you'll be forced to go through in the event of fire, hurricane, or flood.

By digitizing the contents of your document library, you'll be able to carry all your business data in a few suitcases. And even if your storage devices succumb to water damage, digital content may still be retrievable. You can even up the ante by deploying a cloud-based redundancy or storage system. That way, even if your storage devices are completely lost or destroyed, you'll still have complete copies of your business data, so your company can be operational in a matter of hours.



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How Hybrid Office Environments Keep Businesses Flexible

A hybrid document management infrastructure:

◆ Allows better risk control

The flip side of total automation and/or full digitization is that it results in an overly centralized infrastructure. So while digitization does effectively eliminate the risks of loss at the in-office level, it may leave your business vulnerable to outages experienced by your provider. If your infrastructure is completely digital and parked in the cloud, a cloud catastrophe will basically render your business frozen in time and unable to move forward.

A hybrid office environment covers both bases, as the chances of both your local infrastructure and your cloud provider experiencing a simultaneous long-term outage is next to nil.

Related article: [Future-proofing your business with paperless solutions](#)

◆ Prevents overreliance on digital documents

Relying too much on digitization and automation can be a bad thing, too. It can lead to poor technique, a lack of attention to detail, and if left to fester, can cause productivity to dip significantly.

Hybrid systems ensure that this overreliance never happens. It also ensures that your most important physical documents are still given the hands-on treatment they need. A hybrid document management system will let you automate tedious processes such as inputting long strings of identification numbers while still allowing you to handle important papers with thoroughness.

◆ Enables culture preservation

Lastly, hybrid systems will help you preserve your organizational culture. Total reliance on automation and digitization can disrupt human interactions and hurt your team chemistry. PairSoft recognizes that there is no substitute to good old-fashioned hard work, so our digital solutions aren't meant to eliminate work — they're meant to help users work smarter so they can accomplish more in a day.

With a hybrid document system, you get the best of both worlds. Your business will be protected from the uncertainties of a tech-driven world while at the same time allowing you to forge ahead on time-honored traditions and cultures.



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