

Do You Have A Paper Problem?

Many times, business owners don't realize that paper — the way it is stored, retrieved and distributed — can be effecting employee productivity, customer satisfaction and most importantly, their bottom line. Take this brief quiz and find out if paper is causing you more pain than just the occasional paper cut.

How much of your business is driven by paper?

- a.) Most of my documents are electronic.
- b.) My old files are paper, but new documents are electronic.
- c.) I'd say 75 percent of my business information is on paper.
- d.) All of it. I can't seem to let go.

Do you have a formal document retention policy or program?

- a.) Yes, we have policies in place for each department.
- b.) Yes, but no one manages it.
- c.) No, nothing formal, but we keep everything... forever.
- d.) No, we aren't required to keep anything.

Are file cabinets taking over your office?

- a.) No, we have just a few file cabinets.
- b.) No, we have one file room where everything is stored.
- c.) No, we've moved everything to off-site storage.
- d.) Yes. Sometimes I can't find my office.

How far back do your files go?

- a.) 1 to 3 years
- b.) 3 to 7 years
- c.) 7 to 15 years
- d.) 15 years or more

How long does it take you to find a specific paper document?

- a.) A few minutes. I have files in file cabinets in my office.
- b.) A few hours. Files are in a file room, so after I get coffee, chat with a co-worker and find the file, it could be a two-hour round trip.
- c.) A few days. Files are stored off-site, so I order the file (24-48 hours), drive to pick it up and go back to the office.
- d.) I can't find anything in this place!

If you didn't need to send out copies of documents, how much could you save monthly on postage or overnight services?

- a.) \$0. I don't use mail services.
- b.) \$150. We occasionally mail or courier documents to clients.
- c.) \$1,000. We mail documents every day and use couriers.
- d.) \$5,000. Wow. That's a lot of money!

Is your staff able to answer inquiries in one phone call?

- a.) Yes, documents are at their fingertips.
- b.) No, they typically take a message, research the issue, find the document and then call or e-mail.
- c.) No. They can't find anything in this place either.
- d.) No. We've lost customers because we're missing paperwork.



Do you or your staff ever need to access documents remotely?

- a.) No. I never leave the office.
- b.) No. My important documents are stored on my laptop.
- c.) Yes. We're traveling more than ever.
- d.) Yes, we actually have employees who work from home.

Do you have a disaster-recovery copy of business documents?

- a.) Yes. We backup our digital documents on our server weekly.
- b.) Yes. We backup our digital documents onto CD every month. Our paper files are just archives.
- c.) No. But we aren't in a hurricane-prone state.
- d.) No. Is that important?

Do you have a way to track which files employees have accessed?

- a.) Yes. The files are in a locked file cabinet.
- b.) Yes. The file room has a camera and records activity.
- c.) No. The files are in a file room down the hall.
- d.) No. Is that important?

SCORING

- Mostly A's: You may not be digital, but you're pretty on top of your paper documents. Keep document management systems in mind as your paper pain grows.
- Mostly B's: You aren't in a life or death situation with your paper files, but there are definitely a few areas where document management would provide marked improvement over your current paper storage and processing procedures.
- Mostly C's: You're flirting with disaster. And not in a good way. You need to put adding document management on your list of things to do in the next two to three months.
- Mostly D's: Stop what you are doing right now and pick up the phone and call us at (877) 676-6067! We feel your paper pain and can help you end it!