

Highlights from a recent webcast on Optimizing Workflow

BUSINESS PROCESS AUTOMATION IN SHAREPOINT

KnowledgeLake experts, Andrew Hutson, Senior Director of Enterprise Solutions, and Randy Stroot, Workflow Practice Area Lead, shared best practices in a recent webcast for streamlining document-intensive, back-office routines through Microsoft SharePoint automation.

Business Process Optimization has two goals: to automate a cumbersome, time-consuming process and reduce costs. To achieve success, first consider the people and processes involved, and then match the technology solution to optimize efficiency and profit.

Versions of process optimization debuted in the early days of the industrial revolution. Companies sought to manufacture a product faster while cutting expenses. What changed within the past two centuries are technological innovations—primarily automation and computer solutions. Methodologies such as 6 Sigma and LEAN were introduced to improve workflow, increase quality, and boost profitability.

Practical Applications of Business Process Optimization

Randy Stroot, Workflow Practice Area Lead at KnowledgeLake, worked with a mortgage loan processing company in Florida that was constantly hiring and onboarding personnel, then reducing the workforce as the demand for housing fluctuated. By determining what business processes could be handled by human resources professionals and what could be automated, the company achieved a balanced approach to consistent staffing and efficient output.

“Streamlining the process allowed people to be involved when needed,” said Stroot. “And, allowed machine or computer involvement when appropriate as well. We saved the company ramp-up and ramp-down time, along with the costs associated with each process.”

How To Begin

Streamlining begins with examining how a business process, such as paying an invoice, is handled—then understanding the purpose of each step and desired outcome. For example, as an invoice arrives on the desk of one accountant, is it necessary to walk it over to a clerk to scan into the accounting system? What if the accountant scanned the invoice without assistance? What if the current approval process involves sending the invoice to an authorized manager who can approve amounts within a certain dollar value? If the invoice amount is above a certain level, it has to be forwarded to an executive empowered to approve high-dollar amounts. So what if, once the scanned invoice and amount is entered into the accounting system, it is sent to the executive with the appropriate approval authorization? An unnecessary step has been removed from the process.

KnowledgeLake Solutions

KnowledgeLake offers organizations the consulting expertise and software to transform business processes, boost efficiency levels, reduce the costs of handling an invoice, quicken the onboarding process while effectively running workplace safety programs to meet government regulations. KnowledgeLake leverages SharePoint 2016, Office 365 and SharePoint Online. The interface of these



solutions provides a user-friendly experience, eliminating the need to understand SharePoint complexities.

Document Processing Made Easy

The ability to efficiently scan and tag documents then move them to a secure repository is the first step in driving operational excellence within an organization. KnowledgeLake's document processing solutions ensure data is accurately captured. Integrated workflows encourage visibility, consistency, and repeatable outcomes, leading to increased security.

KnowledgeLake's document processing solutions enable organizations to:

- **Collaborate Remotely:** Allow teams across countries, campuses, or departments to contribute to and process documents in a central place
- **Process Intelligently:** Address processing and routing challenges based on an organization's unique business rules, document types, departmental needs, office locations, etc.
- **Increase Efficiency:** Drive processing efficiency and accuracy by integrating your preferred repository with your line-of-business systems
- **Satisfy Customers:** Improve external and internal customer satisfaction by giving employees capabilities to quickly search, find, and share information

Unparalleled SharePoint ECM Expertise

Many companies choose to incorporate an Enterprise Content Management (ECM) system into their Microsoft SharePoint environment to support business processes to search for, view, secure, route, and annotate transactional

"To achieve success you have to think about the people and processes involved and then match the technology solution so work gets done faster at a lower cost."

—KnowledgeLake Business Process Automation Experts

business content. However, coordinating the countless moving parts as well as complexities of an ECM system and SharePoint takes knowledge, strategy and skill. KnowledgeLake's SharePoint ECM solution contains strategies, methods, and tools to avoid document management disasters. KnowledgeLake's expertise helps SharePoint:

- **Scale to Meet Organizational Needs:** Optimize your SharePoint investment by providing a robust, reliable, compliant, and scalable ECM solution that can be leveraged across the entire enterprise

- **Handle All Content:** Onboard content in any format—structured or unstructured, paper or digital—bypassing the SharePoint tagging process

KnowledgeLake experts have helped streamline many document-intensive, back-office routines through business process automation in SharePoint.

3 Common Use Cases

1. Accounts Payable Invoice

Processing: Hunting for misplaced invoices, fixing data entry errors, and document storage costs clog the arteries of a business. KnowledgeLake's AP invoice solution provides a robust platform that facilitates paper and electronic data capture, workflow automation, document search and retrieval, ERP integration, and real-time reporting. KnowledgeLake's AP invoice automation solution will streamline the AP process

by eliminating data entry, manual matching and approvals, as well as double entries into an ERP system. It increases efficiency by maximizing ROI, optimizing cash flow, and reducing the overall cost of AP processing. It also improves operations by enhancing compliance, without disrupting an enterprise's business processes.

2. Human Resource Processes:

Human resources departments manage intensive loads of paper-based documentation, requiring multitudes of steps. KnowledgeLake's HR onboarding solution automates information-heavy functions, creating a leaner and consistent workflow to ensure a compliant and efficient employee onboarding process.

3. Loan Processing: The financial services industry generates thousands of documents a day, ranging from application forms, contracts, client correspondence, customer documentation, and more—making financial document processing a challenge. KnowledgeLake's loan process automation solution efficiently handles all paper and electronic financial documents so an organization can deliver exceptional customer service from account openings to loan processing.

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