THE CIO CHALLENGE:
CREATING THE INFORMATION-DRIVEN ENTERPRISE

CIOs are challenged to solve a number of information related problems faced by staff across every department, but in solving those problems, they need to be careful not to create new ones. An information management system must not only deliver rapid speed-to-value today, but also be future-proofed to maintain that value over the years ahead.

Across every industry sector, CIOs need to provide information driven capabilities to the business. They need to create enterprise level strategies to support the vast array of requirements of their organization and deliver access to documents and data in a timely, efficient, and effective manner.

In targeting this objective, CIOs have been challenged because of the realities of their current systems. Many organizations have built legacy environments of point solutions supporting individual business needs. Often, one technology only supports data, another only documents, and another only workflow, and there is little real-time visibility into systems and inadequate reporting from them. CIOs face pressure from the business to reduce software stacks, complexity, and the annual cost and resources required to support the organization, particularly as “point” applications age—but they are also asked by the business to leverage what is already owned and what can be easily supported. CIOs also contend with the ongoing demand to support migration from slower, manually driven processes to highly efficient automated processes.

To create an information-driven enterprise, CIOs should leverage configurable platforms that contain the core infrastructure needed—a common database, security, and superior integration capabilities—and the ability to configure business-specific functionality on a single platform. Then, having that platform integrated with and tied to existing infrastructure -- the hardware peripherals employees use every day -- ensures maximum potential for adoption and ongoing viability. The value of this type of platform model is the ability to support a multitenant environment, enable rapid development, deliver unique functionality for each business unit, and lower costs across every metric.
CIOs must help their companies create an information driven solution that offers rapid deployment and speed to value, centrally stores information regardless of origin, makes information immediately and securely available, and can be accessed from native line-of-business applications. Also, in deploying systems to achieve information-driven goals, CIOs have to be careful not to create additional obstacles to success, including more systems to maintain, more talent needed to maintain them, and integration and implementation problems, both now and in the future.

A key characteristic of an effective information management solution is the ability to connect data and documents. There is power where a system can natively correlate metadata from documents with complex, relational case-style data captured in both a structured and unstructured fashion. Having this native functionality means reliance on fewer integrations to maintain connectedness. With this connectivity, companies can store documents in native formats, speed processing, and provide both service and self-service capabilities in a seamless, timely, and efficient manner.

Integrated information management also makes content available for simultaneous action, enhancing collaboration around documents and data. Additionally, version control achieved thorough automated workflows and central storage provides a “single version of the truth” around documents, where users and systems are directed to a common location that stores, collects, and
aggregates data and information. This minimizes the problem of using outdated, incorrect, or incomplete information, compared to the traditional process of people and systems looking in different places for different bits of data.

In deploying an information management system, CIOs also need to look beyond the business capabilities of the system to the technical qualities of the platform. The solution chosen should have low coding requirements and high configuration capability. In evaluating a solution, rather than choosing an application that is pre-configured to solve problems, companies should seek a highly configurable platform that can be used to adapt existing solutions or create new solutions.

The system should also provide easier system maintenance for IT staff. The ability to perform common maintenance tasks should be built into the application. Also, with the ability to create or adapt a business process comes the ability to incorporate as much or as little maintenance as needed. The solution should also provide “built-in” quality assurance and debugging, with diagnostics and monitoring as standard or easily installable components.

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The information management system chosen should also be future-proofed. Because business problems change over time, there is strength in a platform that can adapt to this. There is also true power in a platform that puts business users in charge of modifying the platform through development tools rather than relying solely on IT staff to meet their needs. With these future-proofing capabilities, there will not be a need to bring in a new information management product as the business changes, nor will there be a need to custom-code changes.

Nebraska Reaps Benefits from Integrated Information Management

Before deploying an information management solution, The Nebraska Office of the Chief Information Officer (OCIO) dealt with labor-intensive procurement business practices due to manual paper processing and inefficient communication between the OCIO, Central Finance, State Agencies, and other vendors. This included extreme paper printing demands, unnecessary mailing, and tracing difficulties.

The OCIO also dealt with lost documents and at times was uncertain where documents were located in the manual process. The OCIO deployed an information-driven enterprise content management (ECM) solution that has not only eliminated the need for printing, but also delivered powerful collaboration capability. Central storage and a single version of documents allow staff and vendors to track and view invoices and statuses in real time. Process control eliminates the risk of invoices being overlooked and ensures timely payments. Additionally, now that vendors have access to the documents through the platform, questions can be easily answered and documented in regard to invoices electronically.

Effective information management has also provided the OCIO with internal control gains such as improved workflow and will greatly reduce time spent on audits. The OCIO and Central Finance are more in sync with one another through ECM because it allows them to communicate more efficiently.
For CIOs, integrated information management is essential to both meet business demands and position their companies for success.

Becoming Information-Driven

In today’s information-intensive business world, CIOs need to deliver business capability that creates efficiency, increases speed, and ensures consistency around data. They need to secure transparency in an increasingly regulated environment, expand business insight into processes and documents through a central repository and workflow, and generate efficiency through automated indexing and integration with other core processing systems.

An integrated information management platform delivers key capabilities in a cost-effective solution that eliminates inefficiencies around manual processing and frees staff to focus on higher-value tasks. In today’s fast-paced, competitive business environment, organizations that become information-driven will run leaner, reduce costs, and gain a competitive advantage in the marketplace.

Business Processes, Simplified.

Are business processes holding you back? We can simplify the way you work to help you meet your organization’s objectives—reducing costs, saving time and increasing productivity each step of the way. As North America’s leading end-to-end business process solution and technology provider, we put decades of industry experience and product innovation to work for you—delivering tailored solutions to thousands of customers nationwide.

Connect with a Business Process Expert

When it comes to simplifying your business processes, the first step is connecting with one of our experts to better understand how we can help.