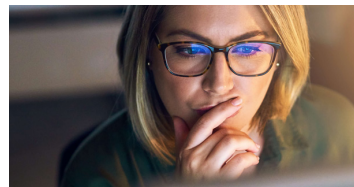# Modern Digital Transformation:

Artificial Intelligence has Changed
Document Management Forever

shinydocs

Foreword

*Automating processes is **far easier** than changing the way people work. Automated processes tend to be much **more reliable** than people. Automation makes you **more competitive.***

"Fifty-three percent of global data and analytics technology decision makers are implementing or expanding their use of AI, while another twenty percent plan to implement AI in the next 12 months."[1]

You require a solution that automates the process of understanding large volumes of files at machine speed, eliminating the need for human intervention and professional services costs.

Note from Paul Kleinknecht, Shinydocs' VP of Sales:

"Becoming a digitized business will put your organization ahead of the competition. Shinydocs harnesses the power of your enterprise data to give you the tools to stay competitive in a modern business climate. Our customers are not only looking to reduce costs, but to empower their employees to boost productivity & protect their business reputation."

1. Forrester Analytics Global Business Technographics Data And Analytics Survey, 2018.

Chapter 1: Automation supports digital transformation

Forbes says; **nearly three quarters (74 percent) of organizations are actually carrying out digital transformation initiatives, with a further 23 percent planning to over the next three years.**[2] *Organizations are undertaking significant changes to meet customer expectations and keep up with more robust competition.*

Traditional information governance strategies require "buy in" from employees. Asking employees to change how they work usually fails because people struggle to adapt to change when it does not directly benefit them.

Organizations that prioritize automation to drive their digital transformation efforts allow employees to focus on more meaningful tasks, without having to change how they work.

According to Forrester Research[3], the top five reasons for process automation are to:

1. Improve customer experience
2. Accelerate digital business transformation
3. Reduce cost
4. Improve working productivity
5. Meet regulatory compliance

Changing culture to meet information governance requirements is significantly harder than getting machines to do the work. Building successful processes requires data insight across all enterprise information. You need to rely on information to drive key decisions to ensure success. Organizations only leverage 15% of their data while the other 85% is not being used. These 85% of documents are living in unstructured repositories such as email, file shares and on personal drives.

2. https://www.forbes.com/sites/joemckendrick/2018/02/21/in-digital-transformation-no-pain-no-gain-applies/#43ebb01a5a50
3. Forrester's Q1 2018 Digital Process Automation Survey.

The reality:

- Departments have little way of knowing what information lives in the organization
- Sensitive information like Personally Identifiable Information (PII) is scattered across repositories, exposing the organization to risk.
- Redundant, obsolete, and trivial (ROT) data is a hard cost, but many still have no plan to reduce their ROT.
- Users spend most of their time in email but it remains one of the most under-managed repositories.

AI allows for powerful visualizations of your data in real time. Visualization helps your teams identify redundancies across repositories by creating a single knowledge center for your data. AI can identify information at a content level to seamlessly support your teams' efforts to reduce data size.

AI clusters "like" documents to make it easier to search and classify. AI engines crawl through your repositories to identify similar documents and clusters them together in a central interface. AI clustering improves your users' ability to find and classify documents since the AI engine feeds the users relevant documents.

By using AI visualizations, eDiscovery of data is simple and fast. You can explore and search your information in a central interface with AI enriched information. Users can search for entities and the AI engines will provide the results in real time. AI powered search creates a non-disruptive workflow.

Chapter 2: Machines are reliable

Machines are significantly faster at achieving your document management requirements than manual workloads. Manual document management tasks have been impossible to complete at scale.

Traditionally, teams of knowledge workers are tasked with classifying data across the organization to ensure documents are properly tagged. This not only strains your workforce, it has proven not to be accurate. IDC sees that less than 50% of enterprise content is correctly indexed, meta tagged or efficiently searchable. For end users, searching is a near impossible task as data is scattered across repositories. Data growth has outpaced organizations' ability to effectively manage it, creating data chaos in your repositories.

Artificial intelligence can complete document management tasks quickly, freeing up your knowledge workers for other meaningful tasks. **Machines are better at classifying, searching and disposing of documents.**

Machine learning can crawl through all your repositories and auto-classify your documents in-place with no need for human intervention. Machines work with pinpoint accuracy and work around the clock to ensure all of your data is properly classified.

Machines are faster at searching through massive amounts of content without disruption. Since AI has the ability to process data at machine speed, users are able to access the documents and metadata they need with no disruption to their workflow.

AI is faster at identifying what documents should be disposed of in your organization. Machines understand what is relevant to your business and can automate a disposition report saving your knowledge workers hundreds of hours of manual identification and deletion. Automatic disposition can free up expensive storage by reducing your data footprint.

All of this automation was never possible before. It used to require massive resources and people hours to complete even basic document management projects. With AI, you are able to complete massive document management projects at scale with zero disruption or professional services work.

Sanitize Understand Think Process

Fax • Scan • Email • Desktop Applications • File Shares • Legacy Systems

Virus Scanning • De-duplication • Metadata • Text Extraction • Auto-Classify • Entity Extraction • Indexing • Robotic Process Automation

ECM • ERP • CRM • BI • HR • CLOUD • STORAGE

Chapter 3: Increase your competitiveness

Automation makes your business more competitive because it improves the scale with which you can complete projects and reduces the cost associated with document management. Automation helps drive valuable data insight and react to growing consumer expectations while giving your employees better insight into your data. SAP reports that businesses who prioritize digital transformation are expected to see 23% higher revenue than those who don't in the next 2 years.[4]

Automation focuses your teams to prioritize business insight which, according to Forrester Research[5]:

1. **Improves customer experience and employee engagement.** Getting proper insight into customer data can increase long-term customer retention and boost the bottom line.
2. **Empowers employees to make decisions.** Leveraging real data from all your data sources drives better decisions and improves day-to-day operations.
3. **Automates processes.** Robotic process automation is becoming a driving force for many companies. It not only improves performance, but it quickens customer response time. Automation requires clean and accurate data in order to drive more value.

"The team at Shinydocs is truly customer-driven and innovative. I highly recommend Shinydocs' solutions to any organization who is struggling to understand and gain insight from their enterprise data. Based on the strength of the Shinydrive suite and the success that Shinydocs has had deploying across the globe, we are pleased to be in a strong business relationship with Shinydocs."

Jeff Keith, Cirrus 9

4. https://www.sap.com/dmc/exp/4-ways-leaders-set-themselves-apart/index.html

5. Forrester Report: What You Need To Go From Data Rich To Insights Driven

By automating the process of understanding your data, you can achieve more. With AI, 100% of your enterprise data is now being properly captured and leveraged to improve your bottom line revenue. Not only does automation improve your employees ability to react to change, but speeds customer response times. By providing a centralized AI powered search, employees can search information and documents faster.

Automation reduces costs associated with document management, helping you allocate your resources to more meaningful tasks. You are able to lower costs by reducing storage and people hours, while improving the scale at which projects can be completed.

AI is the only way you can get ahead of your competition by leveraging your current documents to power a comprehensive automation strategy. You are able to meet increasing customer expectations, give your employees the tools needed to react to change, and lower costs associated with document management. This helps you outpace your competition to make your business more profitable.

What you can do:

Using AI to automate the process of understanding large amounts of documents is the best way for you to support your digital transformation efforts. Automating processes helps reduce the need for change management and works significantly faster and more accurately. Automation makes you more competitive because you can improve your response time to customers and reduce costs.

"Shinydrive V2 and the new Dashboard is an inspired piece of UI design. It is so intuitive that no documentation was required for me to get the Shinydrive server up and running. …Just brilliant!" -

David Millett, Derby City Council

Shinydocs Cognitive Analysis provides the only non-disruptive way to crawl, classify, and manage your enterprise data with no professional services work or custom coding.

Our customers are seeing significant savings through cost reduction and process automation. It's time for your organization to take the leap to propel your digital transformation to the next level. All it takes is a 60 minute call and you can be crawling your documents.

Is your organization ready for the next step in document management?
Shinydocs is ready to help you understand, manage and extract value from your enterprise information. Our solution boasts the fastest time-to-value on the market. It's time to get started now.

Let's work together.

Contact Barclay Whittaker at **info@shinydocs.com** or call **+1 519 208-1200** to learn how your organization can get started today!