



# IMPLEMENTING A DOCUMENT MANAGEMENT SYSTEM

## CASE STUDY OVERVIEW

Small Business  
48 Employees  
Accounting Documents  
\$10/hour wage  
32% wage burden

## PRICE BREAK DOWN

You may not realize it now, but managing paper documents is very costly. Not only does paper face the risk of destruction from fire and flood, but it is also easily lost or misplaced. Let's break down the price of filing, retrieval, refiling and misfiling for paper documents versus an implemented document management system.

### MANUAL SYSTEM ANNUAL COST

|                 |                              |
|-----------------|------------------------------|
| \$19,800        | Cost of File                 |
| \$15,840        | Cost of Retrieval            |
| \$11,880        | Cost of Refile               |
| \$1,188         | Cost of Misfile              |
| <b>\$48,708</b> | <b>Total Labor Cost/Year</b> |

### DOCUMENT MANAGEMENT ANNUAL COST

|                |                              |
|----------------|------------------------------|
| \$4,356        | Cost of File                 |
| \$792          | Cost of Retrieval            |
| \$0            | Cost of Refile               |
| \$2            | Cost of Misfile              |
| <b>\$5,150</b> | <b>Total Labor Cost/Year</b> |

# HOW MUCH DOES IT COST TO MANUALLY MANAGE PAPER?

## FILING COSTS

|          |                             |
|----------|-----------------------------|
| 6        | Total Filing Hours Per Day  |
| 250      | Business Days Per Year      |
| \$13.20  | Total Wage Including Burden |
| <hr/>    |                             |
| \$19,800 | Total File Cost/Year        |

## RETRIEVAL COSTS

|          |                               |
|----------|-------------------------------|
| 72       | Retrievals Per Day            |
| 4        | Average Minutes Per Retrieval |
| 4.8      | Total Retrieval Time (hours)  |
| 250      | Business Days Per Year        |
| \$13.20  | Total Wage Including Burden   |
| <hr/>    |                               |
| \$15,840 | Total Retrieval Cost/Year     |

## REFILE COSTS

|          |                             |
|----------|-----------------------------|
| 72       | Refiles Per Day             |
| 3        | Average Minutes Per Refile  |
| 3.6      | Total Refile Time (hours)   |
| 250      | Business Days Per Year      |
| \$13.20  | Total Wage Including Burden |
| <hr/>    |                             |
| \$11,880 | Total Refile Cost/Year      |

## MISFILE COSTS

|         |                                |
|---------|--------------------------------|
| 1.0     | % of Misfiles (decimal)        |
| 180     | Total Misfiles Per Year        |
| 30      | Minutes to Locate Missing File |
| 90      | Total Misfile Retrieval Hours  |
| <hr/>   |                                |
| \$1,188 | Total Misfile Cost/Year        |

## MANUAL SYSTEM ANNUAL COST

|          |                   |
|----------|-------------------|
| \$19,800 | Cost of File      |
| \$15,840 | Cost of Retrieval |
| \$11,880 | Cost of Refile    |
| \$1,188  | Cost of Misfile   |

**\$48,708**  
Total Labor  
Cost/Year

# HOW MUCH DOES IT COST FOR A DOCUMENT MANAGEMENT SYSTEM?

## FILING COSTS

|         |                             |
|---------|-----------------------------|
| 1.32    | Total Filing Hours Per Day  |
| 250     | Business Days Per Year      |
| \$13.20 | Total Wage Including Burden |
| <hr/>   |                             |
| \$4,356 | Total File Cost/Year        |

## RETRIEVAL COSTS

|         |                               |
|---------|-------------------------------|
| 72      | Retrievals Per Day            |
| 0.20    | Average Minutes Per Retrieval |
| 0.24    | Total Retrieval Time (hours)  |
| 250     | Business Days Per Year        |
| \$13.20 | Total Wage Including Burden   |
| <hr/>   |                               |
| \$792   | Total Retrieval Cost/Year     |

## REFILE COSTS

|       |                             |
|-------|-----------------------------|
| 0     | Refiles Per Day             |
| 0     | Average Minutes Per Refile  |
| 0     | Total Refile Time (hours)   |
| 0     | Business Days Per Year      |
| 0     | Total Wage Including Burden |
| <hr/> |                             |
| \$0   | Total Refile Cost/Year      |

## MISFILE COSTS

|       |                                |
|-------|--------------------------------|
| 0.01  | % of Misfiles (decimal)        |
| 1.8   | Total Misfiles Per Year        |
| 5     | Minutes to Locate Missing File |
| 0.15  | Total Misfile Retrieval Hours  |
| <hr/> |                                |
| \$2   | Total Misfile Cost/Year        |

(Simply close the document to "refile" it)

## DOCUMENT MANAGEMENT ANNUAL COST

|         |                   |
|---------|-------------------|
| \$4,356 | Cost of File      |
| \$792   | Cost of Retrieval |
| \$0     | Cost of Refile    |
| \$2     | Cost of Misfile   |

**\$5,150**  
Total Labor  
Cost/Year



# DOCUMENT MANAGEMENT SYSTEM

## MANUAL SYSTEM ANNUAL COST

|          |                       |
|----------|-----------------------|
| \$19,800 | Cost of File          |
| \$15,840 | Cost of Retrieval     |
| \$11,880 | Cost of Refile        |
| \$1,188  | Cost of Misfile       |
| <hr/>    |                       |
| \$48,708 | Total Labor Cost/Year |

## DOCUMENT MANAGEMENT ANNUAL COST

|         |                       |
|---------|-----------------------|
| \$4,356 | Cost of File          |
| \$792   | Cost of Retrieval     |
| \$0     | Cost of Refile        |
| \$2     | Cost of Misfile       |
| <hr/>   |                       |
| \$5,150 | Total Labor Cost/Year |

# Annual Savings: \$43,558

### Reduced Business Risk

Custom access controls and digital data security make maintaining compliance easier and less expensive while reducing the likelihood that missing documents will result in fines or lost revenue.

### Better Customer Relationships

Information is only seconds away with a quick search – no more putting people on hold to dig through folders. Deliver the speed and quality of support your customers and vendors deserve.

### Streamlined Workflows

Automated workflow makes the right content accessible at the touch of a button whenever and wherever you need it. It takes only seconds to route and share documents across multiple departments and systems.

### Greater Agility

Your competitors are only going to get faster, and the agility that a paperless office gives you is vital to remaining competitive. The longer you wait to implement an document management system, the further behind you become.

### Increased Visibility

Using digital workflows instead of paper results in greater transparency, allowing management to monitor business processes in real time for smarter decision making.

### Positive Environmental Impact

If you have a “green” initiative in place, one of the easiest ways to reduce your carbon footprint is to print, ship, and store less paper.