

Get **Connected**

Blue  **Technologies**

REDUCE, ELIMINATE, WASTEFUL, REDUNDANT TASKS ECM edition



Inside this issue...

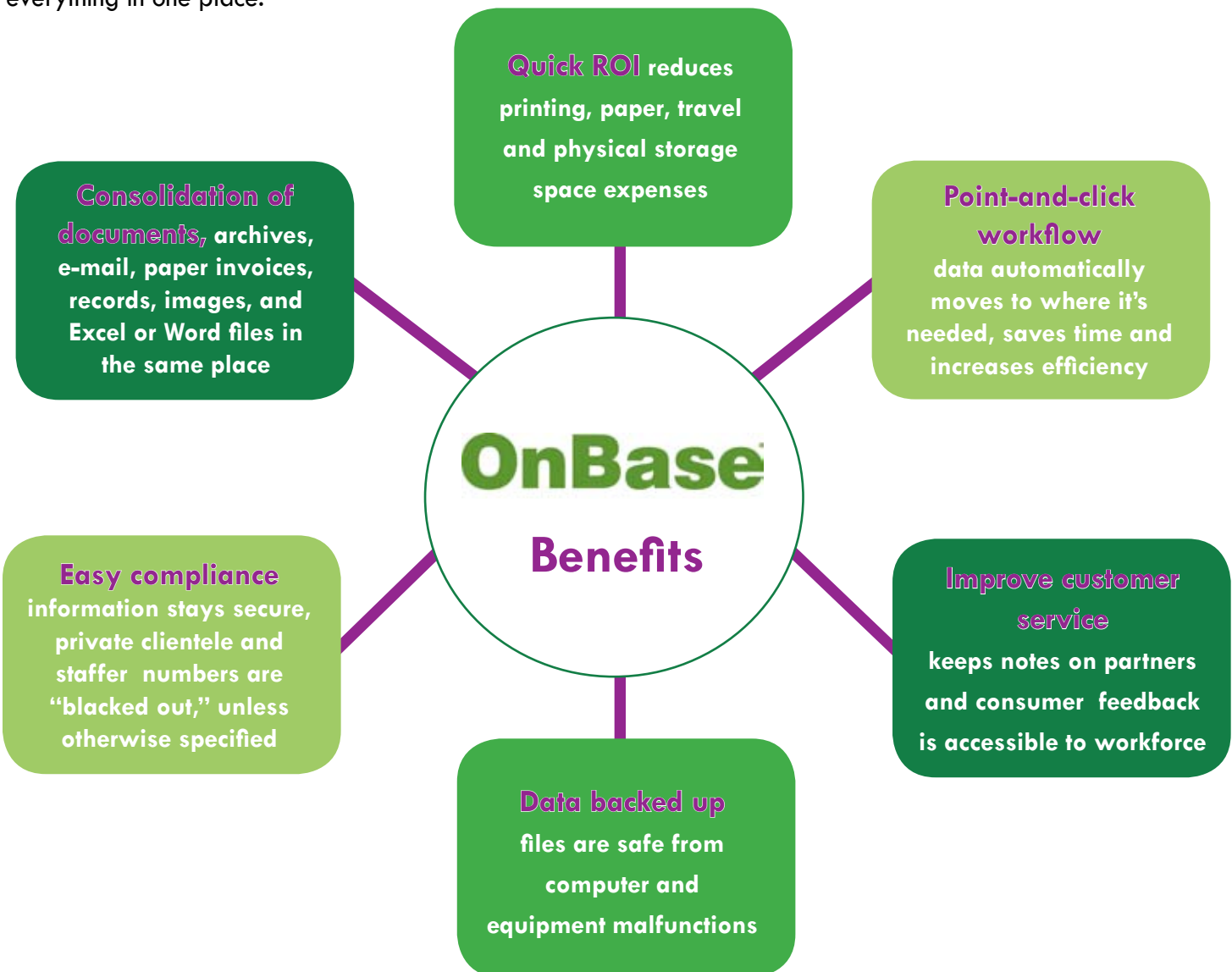
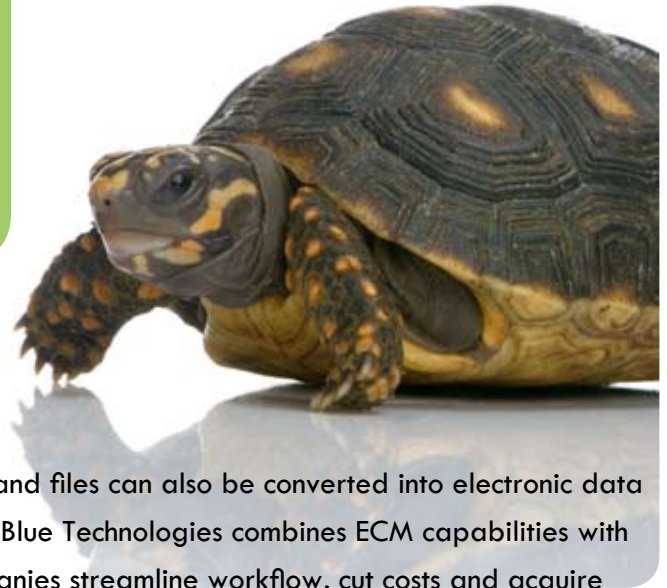
Enterprise Content Management
What's holding you back?

Who's getting your confidential info?
Is your hardware certified secure?

A Customer's Painful Past
How they saved both time & money

Imagine not wasting another second hunting for company documents. Enterprise Content Management (ECM) technologies make the dream a reality, putting the information employees need instantly at their fingertips, anywhere, anytime. So, introduce the imagination to new possibilities and consider this one finally attainable.

The fully integrated ECM suite, OnBase® allows an establishment to capture, store, access and update all corporate knowledge and permits authorized personnel, local and abroad, to manage the repository using cross-referencing features. Paper invoices, purchase orders, faxes and files can also be converted into electronic data using scanner equipment and then introduced into the system. Blue Technologies combines ECM capabilities with its passion for creating custom business solutions that let companies streamline workflow, cut costs and acquire any hardware necessities simultaneously. After all, Blue has always understood a corporation's desire to find everything in one place.



PEACE OF MIND is what is REALLY being

SECURED

Protection of corporate information is synonymous with protection of the business itself. In this digital age; therefore, it is imperative to assure investors, clients, government and industry regulators and, perhaps most importantly, yourself that the company jewels are safe. Konica Minolta products make complying with or surpassing ISO 15408/Common Criteria, HIPAA and other criterion simple and budget friendly.



The average U.S. office employee uses 10,000 sheets of copy paper every year...

according to the Environmental Protection Agency. Implementing double-sided printing and faxing tools helps curb paper dependency and calls the issue to attention in a proactive manner.



Can your hardware say that?

Did you know?

1. Konica Minolta MFPs offer a standard feature dubbed "secure printing," which allows the user requesting the print job to hold its contents in the memory of the system until he or she walks to the machine and authorizes its release entering a PIN/password.
2. Konica Minolta equipment is designed to prevent outsiders from accessing or interfering with fax data. Any communication via fax line uses only fax protocol without supporting any other communication protocol and an attempted breach is read as an error and blocked.
3. When handling confidential documents, Konica Minolta machines rely on volatile RAM, meaning data written into the RAM only remains until the power is disconnect or information is printed.
4. After a specified time of inactivity, a bizhub can be programmed to automatically reset, which requires the next person to key in a password before use.

THE DOCTOR IS IN...

“An ounce of prevention is worth a pound of cure.” - Ben Franklin



Symptoms:

Multiple levels of signature approvals

Delay in paying invoices

Documents stored off-site



Lost paperwork

Piles of paper to process

Symptoms:

Publicly held company

Corporate e-mail notifications

Digital storage at capacity



Lawsuits from customers, vendors, former employees

Over 50 employees

Solution	Workflow	E-Mail Archive
Who Benefits	Any company, (especially manufacturing, insurance, healthcare and financial firms) that wishes to empower decision-makers with an accurate snapshot of productivity	All organizations that want to protect their legal interest while decreasing e-mail administration cost
Purpose	OnBase® Workflow module relies on user specified settings to route corporate documents, streamlining business operations	The software program stores all e-mail correspondence, maintaining a long-term record of company communication transmitted via Microsoft® Exchange or IBM® Lotus® Domino® mediums
Users Like	<ul style="list-style-type: none"> • Simple point-and-click configuration • Paper document can enter the system via Internet or document imaging • An increase in efficiency of business processes by 25-75% 	<ul style="list-style-type: none"> • Ability to search through e-mails & attachments using keywords, phrases & metadata • E-mail users do not need to be aware of its implementation • Content-filter settings group e-mails based on preselected definitions or subjects
Favorite Feature	OnBase® Workflow can actually prompt an employee to enter in needed information and mechanically manage data based on a keyword	Single-instance storage ensures e-mail text is retained only once, regardless of multiple recipients or forwards. This not only reduces storage space requirements, but makes locating and perusing e-mails easy

SUCCESS STORY Oatey Company OnBase® ECM

The company, “had a general realization that we needed to get rid of paper processes in order to keeping moving forward with efficiency.”

Customer's painful past

With more than 25,000 orders to keep tabs on each month, Oatey Company (Cleveland), a leading producer of plumbing technology since 1916 with manufacturing and distribution facilities located throughout the world, determined shipping expenditures accounted for much of its overhead cost. Pat Wischmeier, assistant

left headquarters disconnected from processing operations, which were more lengthy, complicated and expensive than necessary. Oatey wanted to streamline its shipping procedures to save time and money.

Solution implementation details

Oatey chose to partner with Blue Technologies to attain a threefold goal: reduce total

to manually enter less data. “OnBase® has been a huge time saver in retrieving documents,” said Wischmeier. “Our business growth has increased call volume, yet with OnBase®, our CSRs spend less time retrieving information and more time with our customers.” With shipping records available immediately after creation, customer service agents can field questions from both internal personnel and clients much faster. All Oatey locations can also access all key information promptly and rely on cross-referencing settings to link related documents for additional convenience. “With OnBase®, we have a total audit stream from order to shipping to invoicing,” reported Wischmeier. As a direct result of the solutions Blue put in place, the cost of managing shipments has significantly decreased.

Satisfaction and the future

Oatey is already looking to expand its OnBase® capabilities.



In the near future, the company plans to add invoices to its captured shipping documents and connect the human resources, legal and accounting departments to the database. “We are just scratching the surface of what we can do with OnBase®,” said Wischmeier. “I can't think of anything we have wanted it to do that it can't.”



Vice President and Director of Information Services explained the company, “had a general realization that we needed to get rid of paper processes in order to keeping moving forward with efficiency.” Logging shipping details in paper files, scattered across different offices

shipping costs, connect all corporate sites and provide customer service representatives with essential information. To accomplish this, Blue first created a central electronic repository using OnBase® modules. Blue also provided automatic bar code indexing enabling users

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In a nutshell...

- + Greatly increased processing rate for shipments
- + Eased audits with limited auditor access to OnBase® documents
- + Supports records management policies and legal regulations for retained reports
- + Cut company overhead costs

GET TO KNOW Director, Imaging Solutions Division



Nano Zagarra

Due to our consultative selling approach, we have found more and more clients with operational or business process issues that cannot be resolved by a single solution. ECM and business process solutions dovetail perfectly into the Konica Minolta product mix. Nano's experience provides the exact leadership needed to understand the "big picture" of our client's needs.

-Beth Palamara, Director of Communications

What do you enjoy most about your job? "The people—I have never seen individuals with such pride in the company they work for. Everyone at Blue wants to be the best in the industry and strongly believes in our **Commitment to Excellence**. The working environment is distinguished by outstanding teamwork, with each person using his or her vast experience to motivate and educate fellow coworkers."

Why are you and your team uniquely qualified to handle the needs of

clients? "Our division is constructed both of sales specialists and technical support experts. Our technical experts

collectively offer more than 25 years of programming experience and 10 years of IT experience. I, personally, have over 11 years of experience in designing, supporting and managing ECM solutions and began my career at Hyland Software in 1998. There I worked from the ground up to become the Manager of Direct Customer Support and also spent five years as Technical Services Manager."

Why should potential customers partner with Blue Technologies instead of working with a software manufacturer? "The reason customers decide to work with Blue is our **Commitment to Excellence** and what it

“The reason customers decide to work with Blue is our **Commitment to Excellence** and what it means to a client: access to a complete, custom-designed, business solution.”

means to a client: access to a complete, custom-designed, business solution. A software manufacturer is just that, a manufacturer. Its specialty is creating software that works in a variety of environments. Blue's specialty is understanding a customer's needs, industry and infrastructure and then building a solution best suited to those particulars. We like to say that software manufacturers may not be able to solve ALL your document management needs, but Blue can. Our ability to use software and hardware from multiple producers gives us a toolbox of unparalleled diversity and immensity."

What is the one piece of advice you give to first-time ECM software users? "Start by pinpointing a problem in its simplest form. Then implement specifically formulated solutions to address it. Before tackling your next issue, divide and conquer. Measure the results and celebrate success to inspire other departments to also use new technology. Remember, change almost never fails because it's embraced too early, but because it's often done too late."

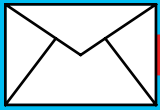
Can a company make sure it pays for only the modules/systems it needs and what is a popular module today? "Yes, customers are not burdened with costs or confusion of functionality they'll never use. The module we believe is the best to take advantage of, because of its diversity and capabilities, is OnBase® Workflow. Many organizations are now looking to take their process improvement efforts to the next level. To achieve this, most need to automate what were once tedious manual steps, such as collecting and routing documents, evaluating criteria and then putting it all in the sightline of decision makers."



means to a client: access to a complete, custom-designed, business solution. A software

JUST THE FACTS

Keep detective work out of the job description



How many emails do you think a corporate manager reads and sends per day?

38 = Average number of emails sent/day

93 = Average number of emails received/day

How much is one ton of paper worth?

It's estimated each ton of recycled paper saves 17 trees or 682.5 gallons of oil.

Keep that in mind during gas station fill-ups.



Want to be responsible for preventing the emission of about 1.6 million tons of greenhouse gases into the air?

Go green with Blue! If offices throughout America reduced their paper usage by 10%, it would be comparable to removing 280,000 cars from the roadways.

SANTA GETS A HI-5

This past year, Blue celebrated the season with its tradition of sponsoring, organizing and overseeing the Berea Children's Home holiday party, which typically attracts more than 300 attendees who enjoy food, raffles, piñata breaking and dancing, along with a visit from Santa. Preparations were underway in early December, with piles of presents accumulating underneath the "Giving Tree," a Christmas tree located in the lobby of Blue's

headquarters. Every item, from bikes and toys to winter apparel, is distributed to less fortunate children.

The holiday party provides an opportunity for Blue staffers to connect face to face with those they support. Another annual event is the Berea Children's Home golf outing, at which Blue donates more than \$15,000 in direct sponsorship

and \$5,000 for radio advertisements.

Blue employees have proudly helped local families enjoy the holidays since 1996 and are thankful for the opportunity.



Go GREEN with

Blue Technologies
proudly, locally owned & operated

Benefits

- ✓ Maximize Company Resources
- ✓ Increase Operational Efficiency
- ✓ Cost Recovery Solutions
- ✓ Eliminate Missing Paperwork
- ✓ Customize Office Solutions

Features

Content Management—ECM

- ◆ Instant secure Internet access to your documents anytime anywhere
- ◆ Integration with Microsoft® Office Products and Microsoft® Sharepoint
- ◆ Quickly and easily store large numbers of documents/files with related indexes
- ◆ Control and track document modifications through revisions and versions
- ◆ Integration with Microsoft® Outlook – store and view documents directly from Outlook

Don't miss out—Call today!

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