Integration Insider

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IDT — putting paper in its *place*

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Chances are, you've probably started thinking about your New Year's resolutions by now. With 2004 just days away, it's that time of year when we reflect, review, and reevaluate this year and look forward to the next. If asked, you'd probably be able to list your top 3 personal resolutions right now.

But, what about New Year's resolutions for your business? Have you made any of those yet? If not, never fear, here's a suggestion: **Resolve to let this be the year you take control.** Take control of your paperwork. Take control of your financials. Take control of your time. Take control of your money. Stop working to get the business information you need. Take control and make it work for you.

How do you do this? Take the first step—understand your business and your processes. After all, you have to know where you are before you can get to where you want to be.

Need some ideas?
• Take a look at IDT's ROI calculator for an idea of how much it's costing you to do business using your current processes.
• Contact us to set up an evaluation meeting. We can help you identify the chokepoints in your organization that are hindering your progress.
• Read your Insider! Each month, we strive to provide content that is going to help you do business better. If you don't see what you want, let us know!

Read on to find out about the Digital Mailroom, Content Management, eForm Management, and more.

Happy Holidays and Happy Reading,
The IDT Team

Accounting Content Management Seminar
January 29th
— Request info here —

Contact us for a "Ready for '04" Business Evaluation

Microsoft Convergence is coming
March 21-24, 2004
Save the Date.

Put it to Work

A Case for Centralized Mail Processing of Communications through a Virtual Mailroom
By Jim Vickers, Chief Marketing Officer, Captiva Software Corporation

As businesses continue to automate their information processes—enterprise content management (ECM) systems replace file cabinets, document and data capture technologies replace manual data entry—one domain of the information flow remains unchanged: the mailroom.

In the mailroom, it's business as usual. Piles of paper are sluggishly, erratically pushed into the workflow, with crucial information being trapped, delayed and oftentimes lost. Regardless of the industry, businesses today universally manage communications through a multitude of mailrooms—each specializing in a particular medium. Many large businesses maintain several mailrooms at different locations, often serving different business functions. If you add faxes, e-mails, web forms, manually entered call center data as additional "mail mediums," these inefficiencies are evermore widespread and increasingly detrimental. With countless sources and myriad formats, businesses still face a tremendous challenge in processing mission-critical information accurately, and in getting it into the right hands quickly.

Read More.

Accounting for Success with Content Management: Integrated Accounts Payable/Accounts Receivable Processes Save Time and Money
A Special Report from Legato Systems

Large or small, public or private, anywhere in the world... virtually all organizations are driven on some level by their financial accounting needs. Sound accounting practices and procedures are obviously essential to both daily operations and the achievement of strategic goals. But the accounting function itself also represents a significant overhead cost – an area in which greater administrative efficiency and productivity can readily translate into a competitive advantage.

Organizations recognize that having vast quantities of information is not necessarily the same thing as getting the answers they need. Many are simply being overwhelmed with an ever-increasing volume and variety of information including documents, spreadsheets, images, printstreams, text output, databases, and electronic messaging. Old, piecemeal approaches to data management are rendering much of this business-critical information "content" inaccessible... and therefore worthless.

[Read More](#).

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Ask the Expert

Question: "We've been looking into eForm Management. What kind of return on our investment could we expect if we decided to implement a system?"

Answer: As with any technology, the anticipated return on investment is going to differ from company to company based on each organization's unique business needs. However, a good way to get an idea of the return your business could expect is to use Cardiff Software's "Cost Savings Calculator." This online form automatically calculates the potential cost savings based on variable information that you provide. Because you are using information specific to your company, you ensure that the cost savings are custom to your organization and not a representative 'generic figure.'

Check out the Cardiff eForm Management System Calculator [here](#).

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News & Events

IDT plans eStore addition to Web sites
IDT is proud to announce that the addition of eCommerce capabilities to its web sites will be coming in early 2004. This new service will allow customers to log-in and request quotes, make purchases, track shipments and more -- quickly and easily at anytime -- right from their desktops. For example, IDT's eStore will be a great way for our customers to order scanner consumables, cleaning supplies, maintenance kits, and much more. Expect more updates as this exciting project progresses!

Enhanced Microsoft Business Solutions CRM 1.2 Is Available in North America.
Microsoft Business Solutions Enhances Microsoft CRM to Help Businesses Retain Competitive Edge in Increasingly Customer-Centric Marketplace

REDMOND, Wash. -- Dec. 8, 2003 -- Microsoft Business Solutions today announced the general availability in North America of Microsoft® Customer Relationship Management (CRM) 1.2, the first scheduled release to Microsoft's flagship CRM offering since it was launched in January 2003. Microsoft CRM 1.2 builds on the existing business productivity functionality available in Microsoft CRM 1.0 and enhances usability and performance for customers using the new version. This release also marks the global expansion of Microsoft CRM, which will be available in nine languages and more than 47 geographies around the world.

Read Microsoft's official news release here.

The 2004 Optika International Summit is just around the corner.
Register now for the world-class Summit, held February 10-13, 2004 at The Broadmoor Hotel and Resort in Colorado Springs, Colorado. End users, Advantage Partners and strategic partners are invited to take advantage of this informative, inspiring conference, which includes:

• The Partner Showcase featuring solutions from more than 20 technology alliance partners
• A full agenda with over 40 educational sessions and 2 new tracks (Financial and Compliance Solutions)
• Exciting keynotes from Optika's Product Management Team and CEO Mark Ruport
• Valuable pre-Summit Optika training courses
• Fun-filled evening events and ski day

Early Bird Registration pricing is only available until December 31st! Visit the Summit site at http://www.optikasummit.com/ for more information or to register.

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