Integration Insider
Volume 1, Issue 2

IDT — putting paper in its *place*

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Welcome to your July edition of Integration Insider. In this issue we take a look at integrating ERP with Document Management, offer some HIPAA tips for ensuring data security, and offer initial suggestions when considering implementing an imaging or CRM application.

Also, we're thrilled to share some exciting IDT news with our subscribers. Check out the News & Events section for the big announcement!

Happy reading,
The IDT Team

Considering Microsoft CRM? Attend Our Seminar on July 24!

How to Improve your Integration Efforts -- Complimentary Evaluation.

"Using Document Management in Healthcare" --Free Download--

Put it to Work

Are You Leveraging the Emerging Trend of Combining ERP and Imaging?

Enterprise Resource Planning (ERP) is all about integration. And, document imaging is focused on capturing, securing and sharing information. Put them together and you've got an information powerhouse. Sounds easier than it is.

Even though ERP and integration have gone hand in hand since the beginning, we're just now starting to hear the buzz about incorporating imaging into the mix for the mid-market, and taking integration to the next level. Read More.

Help with HIPAA & Document Imaging's Role

Even if you aren't in the healthcare industry, you've heard of HIPAA. Some may say the well-know acronym stands for **H**ead **I**n **P**ain over the **A**ccountability **A**ct or **H**ow **I**mpossible to **P**lan **A**nd **A**chieve, HIPAA is actually the shortened reference for the Health Insurance Portability and Accountability Act that was signed into law by President Clinton on August 21, 1996. The goal of this regulation is to protect personal information about consumer health records. Firms are increasingly looking to imaging as a way to deal with HIPAA. Why?

Read More.

Ask the Expert

Question: "How many documents does my company need to be dealing with in order to benefit from buying a document management system? "

Answer: There's more to the document than meets the eye! With the layer of ERP integration, workflow, and storage cost analyses that needs to be conducted, there really is no easy answer to your question. So, we recommend that you start with a 'back-of-the-envelope' analysis. Visit our web site www.idt-inc.com, click Run It on the ROI Calculator. Start with the first option, it's quick and basic. For a more advanced analysis, download the Microsoft Excel spreadsheet or call us at 630.875.1100.

Question: "We're just beginning to investigate CRM applications. What are the top three things we should look for?"

Answer: While it's important to look for characteristics of the applications you're considering you should also remember to apply the same scrutiny to the vendor you'll be relying on. Your partner should provide the consulting services and expertise every step of the way from requirements analysis, implementation and ongoing maintenance and support. Ongoing availability of consulting makes certain that any future challenges and kinks are worked out efficiently.

That said, the top 3 things to look for on the application side are:

1. Pay for what you need - Ensure that the application has the features your business really needs. Don't waste time or resources maintaining features you don't need.
2. Use it now and plan for growth - CRM in your organization will evolve and grow. Make sure that you're able to leverage your CRM across existing technology investments and plan for future implementations.
3. Quick implementation – Evaluate the software and vendor's implementation process. Can they be easily divided into phases? The ability to work with smaller initiatives will help you more quickly realize business benefit, adjust internal process, and manage the total investment for the solution.

Submit your own "Ask the Expert" question.

News & Events

IDT Announces Acquisition of RPM - Mid-Market Firms Gain Single-Source Provider of Imaging, Workflow and Microsoft Business Solutions.

Integrated Document Technologies, Inc., (IDT), a technology provider of document imaging, workflow, ERP and CRM, today announced that it has acquired certain assets and hired the executive and professional staff of Rapid Process Management, Inc. (RPM), an established Microsoft Business Solutions provider and consulting firm located in Itasca, Ill. Read News Release

Streamlining Customer Service by Dropping the Paper — IDT Customer Featured on iSource.com

Greenlee, A Textron Company was profiled in an article on iSource.com June 10, 2003. The story, "Streamlining Customer Service by Dropping the Paper," shows how implementing a document management system helped them succeed in "streamlining and automating … interactions with its customers in order to improve service while also reducing costs." Read Article

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