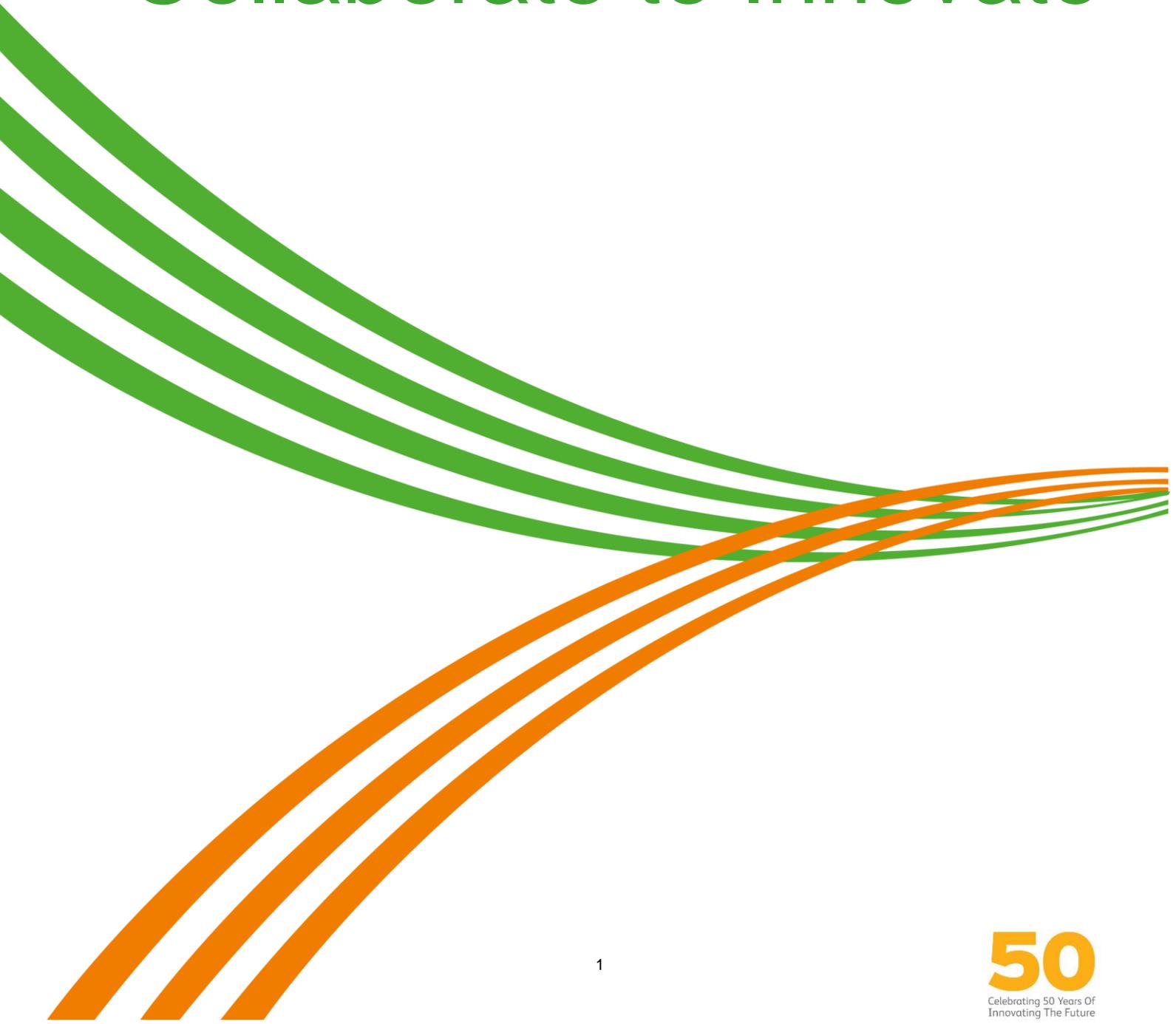


The Future Workplace: Collaborate to Innovate



Innovating the Future

DocuWorld 2015

Fuji Xerox DocuWorld 2015, the largest Document Services and Communications conference organized by Fuji Xerox Singapore, concluded to praise from speakers, sponsors, partners and customers. This year's theme, **Innovating the Future**, underpinned the conference with great insights shared by key industry leaders and speakers on how businesses can stay ahead and accelerate further by leveraging new technologies.

At the DocuWorld 2015 conference, keynote speakers and attendees gathered to share and discuss pressing industry issues that are affecting businesses across various industries.

More than 1,000 participants attended the event held on 17 & 18 March at the Grand Copthorne Waterfront Hotel. The plenary and parallel sessions were structured around the conference theme, allowing for the exchange and analysis of industry best practices, including discussion of new technologies, corporate entrepreneurship on innovation and collaboration, corporate social responsibility and green IT, how businesses can improve its workflow processes and operate faster and more. On Day One, the Internet of Things (IoT) roundtable organized by The Business Times discussed about the emergence of IoT and how it impacts the way businesses operate. Parallel sessions continued on Day Two, with invited key industry speakers covering impending industry topics and experiences on how that could be translated into their everyday business operation, and improve business productivity.

This booklet summarizes key takeaways and best practices that were discussed at the panel sessions, with **Derek Lawton, Professional Solutions Manager at Nuance Communications**, discussing about the different types of integrated business solutions that are available for businesses and the importance of adopting a business system integration model; **Thomas A. Hutchinson, Executive, Enterprise Content Management Solutions, IBM Asia Pacific**, explained about the importance of adopting the right content management solution and how it helps to build a more mobile and collaborative workplace; and **Willie Lim, Senior Manager, Green Evangelist, Technology Innovation, Professionally Services Technology Group, Fuji Xerox Singapore**, talked about how organizations can leverage on Smart Forms, Smart Documents and Smart Capture solutions to engage with customers effectively and achieve better business productivity.

Delivering an event of this caliber would not be possible without the support of everyone who attended and we thank you for being a part of our event.

We look forward to welcoming you again.

The Integrated Business Ecosystem



In today's Internet-driven and knowledge-based economy, quick access to important information is critical to day-to-day business functions for enterprises. Over recent years, with the advancement of new technologies, more sophisticated document and content management systems are being introduced to businesses to help manage their information assets better, in order to increase business productivity and efficiency.

Derek Lawton, Professional Solutions Manager at Nuance Communications, looks at the different types of integrated business solutions that are made available for businesses today and the importance of business system

integration for businesses of all sizes.

Where are we with Integration?

Regardless of the economic climate, successful companies are continually looking for ways to leverage their existing infrastructure and applications to save money. It is important to take a step back and review your current business situation and be willing to make hard business decisions to improve your overall business efficiency – *do you have all the right solutions in place to achieve overall business efficiency? Are these solutions integrated across the organization?*



For instance, one of the bigger issues in most companies today is the ability to share paper-based information seamlessly as these information are usually maintained separately from the electronic workflow. As a result, it is subjected to numerous business problems including misplacement of information, high distribution costs, and exposure to increased data security risk.

Different Types of Integrated Solutions

With the advancement of new technologies, integrated business solutions have also become increasingly sophisticated over recent years as there are different solutions in today's marketplace tailored to different business needs.

Some of industry's integrated solutions that are available for organizations include:

1. **Accounting and Business Management** – some of the recommended integrated solutions to help streamline workflow processes for accounting and business departments include SAP, Oracle, and Aderant. Depending on your business cost and budget, the mentioned integrated solutions have helped some firms to achieve better business efficacy with overall reduced

business costs and time.

2. **Enterprise Content Management (ECM) or Document Management (DM)** – organizations today can deploy a single, flexible ECM system to manage information in all functional departments, including customer service, accounting, human resources and more. Some great solutions of such management systems that are available include SharePoint, Xerox DocuShare and HP Trim.
3. **Email Management** – compliance remains as a key issue in email management solutions due to the large volume of data received and exchanged. Microsoft Outlook, Symantec and InMail are some of the most recommended solutions for email management, as they are known to have more sophisticated security and compliance features.

Adopting integrated solutions not only provides better consistency across departments, but it also helps to improve business efficiency and creates a more streamlined work process across the organization. It is important for businesses to consider adopting an integrated IT solution across the organization in order to remain relevant in today's competitive market environment.

In the following page, read on to find out more about the importance of mobile content and collaboration in the workplace...

Building A Collaborative Mobile Workforce



We work in an era of unprecedented collaboration in today's modern business world. Collaboration between individuals and teams across geographies and time zones are now even more common practices among organizations. In recent years, the rapid move to the cloud and social software are also changing the way enterprises operate and collaborate with their customers and employees.

To help achieve greater synergies among employees and external stakeholders (such as customers and partners), it is important to adopt the right processes and tools required to help everyone work better in a more productive and efficient way. **Thomas A. Hutchinson, Executive, Enterprise Content Management Solutions, IBM Asia Pacific**, explains the importance of adopting the right content management solution and how it helps build a more mobile and collaborative workplace for organizations.

What is Business Content solution?

Successful organizations understand that business content matters more than ever as mobile, social and cloud technologies help to transform their business models. They are discovering new values with business content solutions that bring the power of analytics, process optimization and collaboration to all forms of content to achieve greater level of insights and customer engagement; most importantly, these processes must be well secured and protected.

In the enterprise context, Business Content refers to the unstructured data that drives the entire journey from commitment to engagement to proof of promises kept; it's the conversations and collected knowledge of the organization and its customers including office documents, emails, phone transcripts and others.

So how can enterprises be successful using Business Content solutions that are available in the market? Let's take a look at five key elements in addressing Business Content's requirements:

- 1) **Capture** – Businesses are able to capture and extract valuable business data from the content management solution system, which helps to reduce paper handling and shipping processes within the organization.
- 2) **Protect** – It's also important for organizations to comply with regulations and guard against

potential frauds. Companies can reduce compliance and security risks by eliminating what they do not need and making sure their information are getting over to the right person.

- 3) **Activate** – Organizations should look at activating/integrating their business systems across all departments, so that everyone is able to pull relevant data that's consistent and accurate. This will also increase work productivity and efficiency across the organization.
- 4) **Analyze** – The adoption of a Business Content solution can also help to improve overall business decisions by revealing insights that are relevant and valuable for the right business context. This also helps in improving the performances of people and other business systems.
- 5) **Engage** – Cloud connects people, content, analytics and processes. The adoption of a content management solution helps to streamline collaboration within the organization with its hybrid cloud system, providing mobile access to business content.



With the right content management solution, businesses can drive desirable outcomes and help improve employees' productivity through a shared content collaboration ecosystem.

In the following page, read on to find out more about how organizations can engage with customers effectively and help streamline business processes using 'Smarter' solutions by Fuji Xerox...

Improving Business Process The ‘Smarter’ Way



Times have indeed changed in terms of how businesses are being operated and the way we receive and process our information needs to change as well in order for us to keep up and stay competitive. Surprisingly, despite the advancement of technology, businesses are still struggling with the paper-digital gap, and the volume of business information generated each year is growing at an exponential rate.

improve employees’ productivity through the accurate business or corporate documents organizations today, there is a greater demand its flow between departments and third parties.

As emphasized in the earlier pages (refer to page 5 and 6), with the right content management solution, businesses can drive desirable outcomes and help adoption of smarter business processes. As creating become an increased business challenge for most to find smarter ways to capture, manage information and

Willie Lim, Senior Manager, Green Evangelist, Technology Innovation, Professionally Services Technology Group, Fuji Xerox Singapore, talks about how organizations can leverage on Smart Forms, Smart Documents and Smart Capture solutions to engage with customers effectively, help streamline business processes, mitigate risk, capture data and generate business documents more effectively.

Fuji Xerox’s Smart Forms, Smart Documents, and Smart Capture Solution

About 85 per cent of all business processes start with a form, and surprisingly, most of these data are not integrated and shared within the business systems. Now, with the prevalence of new technologies, there are smarter way to capture data, which helps to improve business processes and efficiency.



For instance, Fuji Xerox’s Smart Forms, Smart Docs and Smart Capture solution enables businesses of all size to transition from often complex paper processes to fully-digitized, cloud-based and dynamic e-form solutions that make capturing and transforming data simple.

Some of the key benefits of adopting smarter office solutions are as follows:

- Saves time with **quick access to business documents**;
- **Reduces the usage of paper** and overall business cost;
- **Provides security and compliance protection** for automated documents; and
- **Transforms** manual, paper-based work process into an automated, streamlined, paperless business workflow.

By implementing the right solutions, it can become powerful tools for any organizations (that can help transform any departments or enterprise-wide process) and turn them into lean and efficient smart

processes; organizations can now achieve greater productivity, save costs and increase profits for their businesses.

Contact Us

Fuji Xerox Singapore is the leading provider and trusted partner for quality document services and communications, enabling businesses to share information effortlessly across various platforms, and accelerating businesses with innovative technology.

For more information about Fuji Xerox Singapore's product offerings and solutions, please visit <http://www.fujixerox.com.sg/> or call us at 6766 8888 for a consultation. Follow Fuji Xerox Singapore's [Facebook](#) and [Twitter](#)'s page to find out more about the latest news announcements and product updates. To be updated with Fuji Xerox's latest events and products, join our mailing list at blog@sgp.fujixerox.com.

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