

# DIGITAL TRANSFORMATION IN DOCUMENT MANAGEMENT AND INFORMATION PROCESSING

The world of document management has changed dramatically in the past twenty years. It will continue to do so in the coming years as physical documents are increasingly replaced by digital media and hybrid document types and the epoch of structured information gives way to an exponential growth of unstructured information.

## Five key considerations for next-generation document management

- Digital transformation is changing the nature of documents.** Whereas once documents were predominately physical (print or a letter or a form), now a document is essentially any form of media that represents information. This can include PDFs, email, chats, video messaging, voice messaging and pictures.
- Input versus output** – There is also an acceleration in new channels so companies need flexible processes. At the same time, they have to be able respond to a customer in their preferred way – whether that is by mail, phone or text etc.
- Building a business process factory** – Succeeding with next-generation document management requires a holistic approach. Think of it like building a digital factory with multiple different elements working together. The service- factory model works best for high-volume tasks that can be partially automated.
- Customization is key** – Each industry has different requirements, both in terms of the documents they handle and the expectations of their customers, as well as the regulations they have to cope with. Therefore, a one-size-fits- all factory is not an option.
- Getting ready for the future** – With technology advancing at such a rapid rate, companies are left with a major dilemma. They need an infrastructure that can cope with the demands of today but is also flexible enough to cope with whatever the future brings.

## Why SPS?

- SPS is an end-to-end (E2E) provider that manages and takes responsibility for the whole document-management process, from inbound all the way to multiple touch points with customers, resulting in better execution and operational management.
- SPS combines onshore and offshore labor, intelligent automation, robotic process automation (RPA), process excellence, innovative technology and a hybrid output to create a reliable, scalable model that is cost-effective and high performing.
- SPS builds business-process factories with a clear industry focus. For example, the payment-processing factory is designed to cope with large volumes of pay slips and different payment functions.
- SPS has deep technology and process experience. Therefore, it can implement best-in-class solutions for each stage of the digital journey.
- SPS is one of the only hybrid providers that can manage both physical media, such as letters and forms, as well as digital media. This is true both for inbound capture and outbound communications.

## Document management: Key numbers



Today's document management market:  
**70% physical documents; 30% digital documents.**<sup>1</sup>



A typical business's process factory would involve:  
**80% automation and 20% manual processing**



SPS has globally connected processing centers in  
**20 countries, with a high degree of industry specialization.**

Source: Nelson Hall

