kwiktag® by Imagetag

Automating Workflows with KwikTag by ImageTag

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Considerations for Success in Workflow Automation
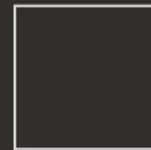
KwikTag balances comprehensive, feature-rich Transactional Content Management with affordability, fast implementation, ease of use and maintenance, and low cost of ownership.

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What is KwikTag?

KwikTag is the only transactional content management solution fully embedded within Microsoft ERP Solutions without using their database, and it is integrated with Microsoft Office SharePoint. KwikTag can also be used standalone for non-Dynamics users or companies with other ERP systems. Our patented, award-winning transactional content management solution connects paper, email and other electronic files directly to Microsoft Dynamics transactions to increase productivity and significantly reduce the cost of document-driven transaction processing. KwikTag is a comprehensive, feature-rich solution, but still implements in days and is easy to use, quickly improving access to business-critical information and increasing efficiency. Along with document-driven routing and approval workflow, KwikTag improves productivity, reduces costs and improves service.

Considerations for Automating Routing and Approval Workflows

KwikTag's workflow automates your document-driven routing and approval processes using your business rules. Often, the implementation of transactional content management systems introduces an opportunity to re-engineer your processes to gain additional efficiencies. KwikTag does not require this, but offers the following approach to think through your processes and requirements.

Goals and Objectives

A good first step is to determine the goals and objectives of the project. Here are some questions to start the process:

- Is this a company-wide initiative or departmental?
- If departmental, what are the touchpoints to other departments and does it make sense to expand the project, perhaps in a later phase?
- Where are documents, especially paper, being received into your organization or physically moved?
- Are there areas where automation will eliminate multiple document touch-points?
- Are there any audit or compliance concerns that can be alleviated?
- What are the coding/data entry points and can errors be reduced?
- Are delays costing money, for example, in late payments or discounts missed?

Your objectives and priorities, even a wish-list, will help guide decisions in the process or spur you to create a better process.

Document Entry Points

As in the prior section, think about where documents enter your organization or department, in other words, start the business process. KwikTag can be configured to capture documents (paper scanning and electronic drag and drop) in either a centralized place, like a single mailroom, or decentralized, such as at multiple remote locations. By receiving and scanning documents immediately at entry, the paper can stop there and be filed or destroyed, according to your retention policy, rather than physically moved within your organization. You may want to have minimal data (such as department or document type) entered at the scanning location and KwikTag can automatically route the document image to the next location, again either centralized or decentralized, for further data collection, or "indexing". The discussion of business rules below will assist in determining what data is required, where it can be indexed and by whom. Questions to ask:

- Where do documents arrive?
- What is needed to determine to whom to send the documents, and is it present on the document itself?
- Where are the scanning devices?
- Are there computers in the same place as the scanning device?

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Routing and Approval Rules

Workflow is essentially an event-driven service that takes action when certain conditions are met. It is important to document your processes in terms of the business rules driving them; we refer to three components of a workflow definition: trigger, actions and rules.

COMPONENT	DESCRIPTION	RELATIONSHIP	EXAMPLE
Trigger	Event that starts the workflow	One per Workflow	An invoice document is received
Rule	Condition that must be met before the work can be done	Many per Trigger	Is this invoice for the Marketing department? Is the amount over $1,000?
Action	The work that must be done	Many per Rule	Assign the invoice to Mary for approval

Questions to ask and document:

- What are the triggers for each document type, that is, what starts the process?
- How are the documents approved now, under what conditions? In other words, what are the rules?
  - What are the data elements/fields required to determine the conditions of the rule is met?
  - How many levels of approval are there?
  - What are the thresholds, if any, that require an additional level of approval?
  - Do they vary by department or location for each document type, for example are invoices for one department/GL code handled by different rules?
- What are the actions that happen when the rule conditions are met?
- What should take place if something is rejected, i.e. not approved?
- Have you included all of the people involved?
  - Do the people have Dynamics access? Internet browser access? Email access?
  - Are there any approval groups (i.e. anyone of many can approve)?
- Can you draw a flow chart of the process?

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Document Retrieval and Viewing

One of the most important benefits of KwikTag is instant access to the documents/contents later by authorized viewers, including perhaps auditors. Questions to ask and document:

- Who needs to access the documents later?
    - Internal? On network? External?
- What authorization is required to ensure secure access?
- From where will they need access?
    - Web browser?
    - SharePoint or other portal?
    - Within ERP?

Data Requirements

As discussed, the data elements that are captured in KwikTag help determine the status of rule conditions, the routing destination, and may ultimately create a transaction in your Dynamics AX, GP or NAV system. Questions to ask and document:
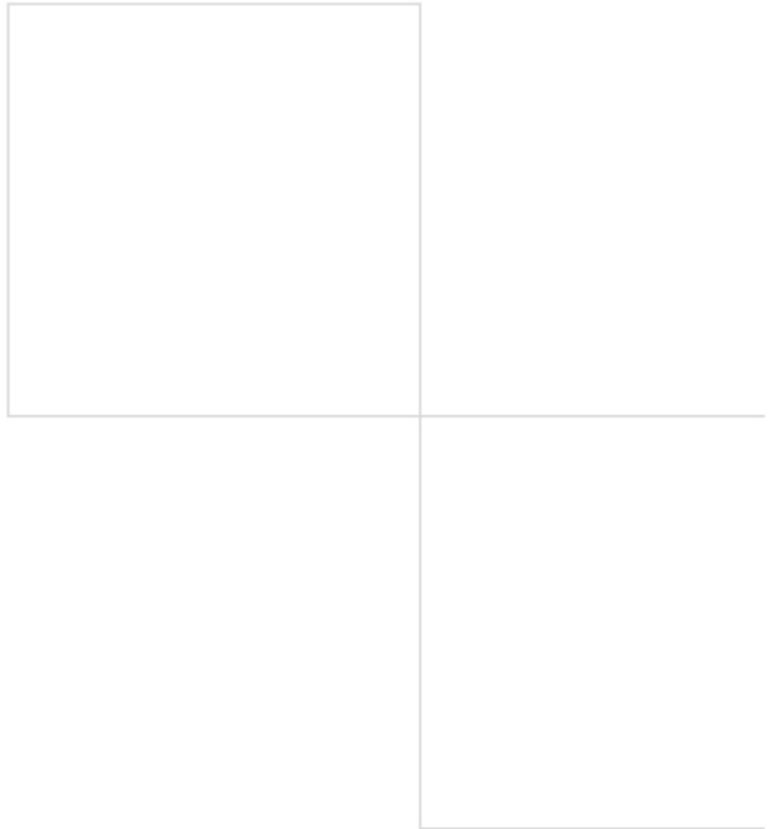
- Does this document result in a transaction in AX, GP or NAV? Or, does the transaction get entered first and then go through an approval process?
- What are the minimum data requirements?
- What will users need later to find and retrieve the documents?
- What is my wish-list of data elements that can be captured early to reduce data-entry later by a more valuable resource?
- At what point is the data known / who can enter the data properly and with what knowledge (i.e. expense type or GL distributions either by default or alternate for this transaction)?
- Are there other systems involved either for parallel entry, or data extraction or integration?
    - If so, and if integration isn't already present such as AX, GP or NAV, what file types can that system produce or receive?

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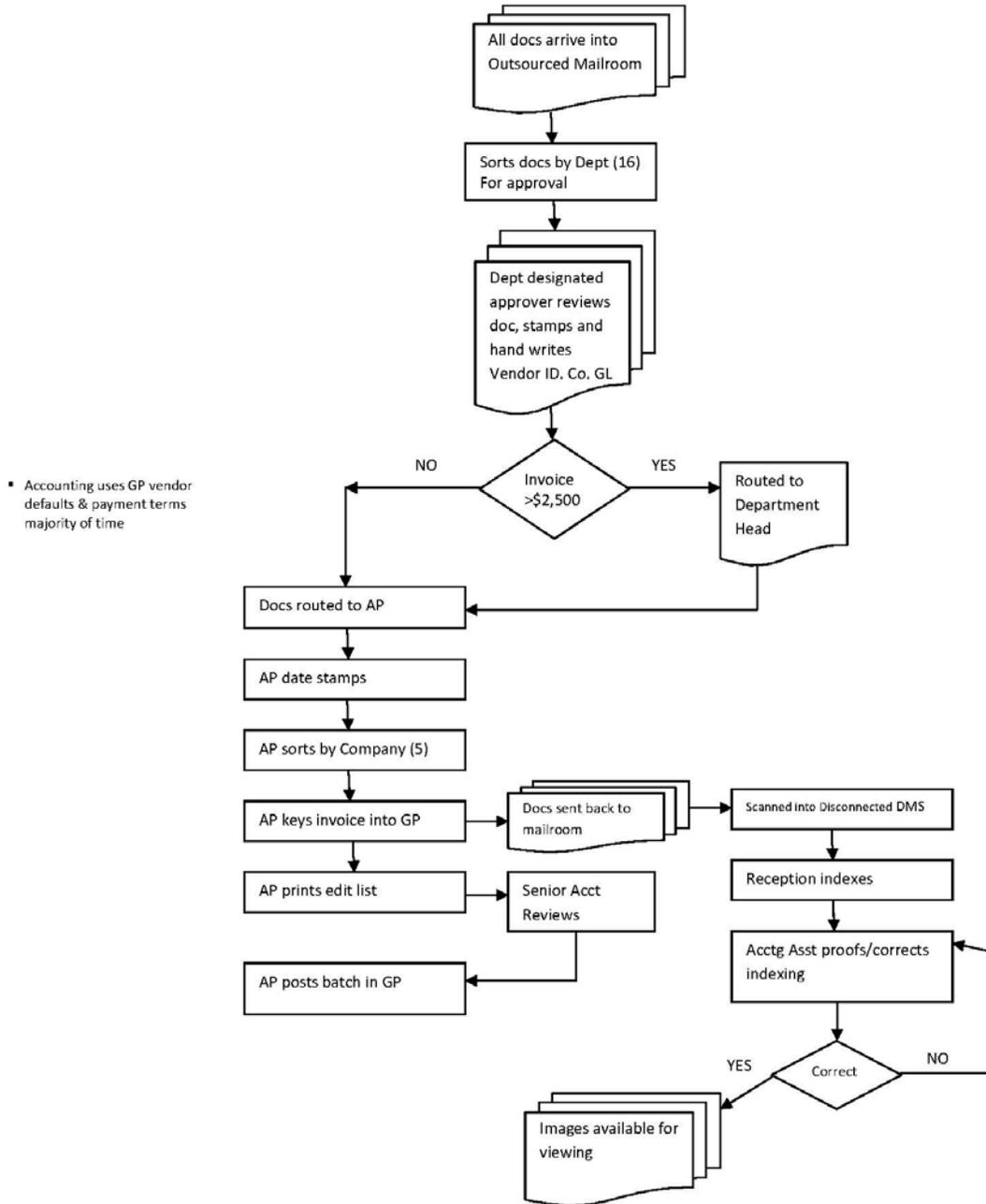1.888.KWIKTAG
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Summary

Finally, after going through this process and discussions with ImageTag, do you want to re-engineer now, recreate your existing process in a computerized environment, or somewhere in between?

Example

The following pages are an example of a "Before" and "After" workflow for a KwikTag customer.

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Invoice Routing & Approval Process - TODAY

All docs arrive into Outsourced Mailroom

Sorts docs by Dept (16) For approval

Dept designated approver reviews doc, stamps and hand writes Vendor ID, Co, GL

- Accounting uses GP vendor defaults & payment terms majority of time

Invoice >$2,500

NO → Docs routed to AP

YES → Routed to Department Head

AP date stamps

AP sorts by Company (5)

AP keys invoice into GP → Docs sent back to mailroom → Scanned into Disconnected DMS

AP prints edit list → Senior Acct Reviews

Reception indexes

Acctg Asst proofs/corrects indexing

AP posts batch in GP

Correct

YES → Images available for viewing

NO

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