Chasing Compliance

How a User-Friendly Approach to Content Management Can Help You Catch Today’s Runaway Train
“Legally speaking, few organizations today actually comply with existing records management requirements.”
– The IT Compliance Institute

Issues of Compliance

Million dollar fines. Ongoing lawsuits. Damaged reputations. The risks associated with regulatory compliance are well understood in today’s corporate world.

The stakes can be even higher for individuals – up to and including imprisonment—and the list of who can now be held accountable for corporate governance includes not only executives such as the CEO, CFO and CIO, but also key managers and in-house counsel.

Despite these risks, few companies are confident about their approach to document management. CNN recently reported that 65 percent of organizations have not yet implemented enterprise-wide records management policies.¹

So why is it that five years after the passage of Sarbanes-Oxley (not to mention the Health Insurance Portability and Accountability Act, the Patriot Act, and DoD 5015.2) business heads and IT professionals are still scrambling to deal with compliance?

This Group 1 Software White Paper examines the challenges behind compliance and records management, the factors that make it so volatile, and what you can do to create the stability and order that comes with a sustainable compliance solution.

The Runaway Train: Five Factors That Make Compliance So Challenging

While some companies are already behind the regulator eight ball, the real challenge lies in the fact that the ball keeps on moving. Quick fix, ad-hoc solutions that work well to meet short-term needs often prove untenable over time. So in order to understand the criteria for a successful records management solution, one must first understand the factors that make this such an elusive endeavor.

Sheer volume growth.

In the wake of today’s compliance headlines, one of the first responses is to “save everything.” So it’s not surprising that stored information is growing between 60 to 200 percent per year.² But storing records is only a small part of a compliance solution—the real power comes in your ability to authenticate, access, and retrieve these records when and if needed. And for companies that already find themselves dealing with the needle-in-the-haystack conundrum, building larger haystacks does little to solve the problem.

Proliferation of e-documents.

Back in the day, records retention seemed easy. You could put some files into a carton and then ship them out to a warehouse, with a note to destroy after seven years. Of course, paper-based document retention would not get you very far today. Some 93 percent of documents are created electronically, and only 30 percent of them ever make it to paper.³

“Today businesses regularly execute contracts with a click, amend them with a voice-mail message and breach them with a blog,” said Randolph Kahn, founder of Khan Consulting Inc., a firm that specializes in the legal and policy issues of information technology.⁴ Which means IT and

³Computer Technology Review [2003].
⁴An Ounce of Retention, CFO.com (Fall 2005).
compliance managers must keep pace with their business units and the ever-expanding list of formats and channels, which now include email, voicemail, blogs and podcasts.

So many content creators.
The International Council on Archives defines a record as any information produced or received in the initiation, conduct or completion of an institutional or individual activity, and that comprises content, context, and structure sufficient to provide evidence of the activity.\(^5\) Or in other words, virtually every employee in every department is capable of creating a recordable event.

And, according to the AIIM Enterprise Content Management Association, therein lies the disconnect. The business inherently knows the value of information – but lacks a mechanism to distinguish this content. On the other hand, IT is tasked with managing the information, but cannot determine the business value of any individual asset.

Demands for speed.
Regulatory authorities are increasingly imposing time limits on companies to provide the required information – and in the age of instant-response search engines, the expectations are that you can provide content immediately. The SEC Office of Compliance Inspections and Examinations, for example, now requires that information be made available within 24 hours.

No end in sight.
Establishing regulations and criteria can be a lot easier than complying with them. Today, there are over 10,000 federal, state, and industry-specific regulations active in the U.S. alone.

And even if all of these new regulations provided much-needed protection, the fact remains that the side effects of today’s growing focus on compliance include budget-draining storage costs, exploding eDiscovery costs, and employee productivity hampered by an inability to find information when it’s needed. According the Gartner Group, the average Fortune 500 Company must respond to 6 to 10 discovery requests per year, at an average cost of about $1.6 million per request.\(^6\)

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\(^5\) Records Management, Wikipedia.

\(^6\) Reconciling with Records Management, The IT Compliance Institute.
Catching the Runaway Train – A New Mindset

For many companies, compliance is a top-down edict, one full of new policies, mandates, manuals, and requirements. But most would agree that the current approach is not working – only 40 percent of executives feel their companies are effectively enforcing the policies that are actually in place.7

Fact is, while end-users can certainly understand the importance of compliance, they are faced with the reality that stepping up to today's demands can be a thankless job. Compliance simply becomes an out-of-process task that takes away from the job that they were originally hired to do.

Instead of force-feeding compliance into business unit processes, companies today are looking to integrate compliance functionality into existing business processes. And instead of investing in compliance-specific technologies, they are turning to Enterprise Content Management systems, which provide not only for compliance – but also the broader business goals such as productivity, automation, cost-reduction, and superior customer service.

While all compliance technologies must ensure that information is tightly managed and secure – systems that will actually be used and adopted by today’s end users must also provide flexibility in terms of how they can access, share, and utilize that information. The key to a successful implementation can be summed up in one word: easy. As in easy to use, easy to evolve, and easy to deploy.

Easy to Use

While technology is essential – it accounts for only about one-third of what is required to implement and maintain an effective program. It is important that the system support the way people conduct business and serve customers – not the other way around.8 An effective ECM system should offer:

> **Web-Based Access.** Providing timely content access to users – and administrators
> **Intuitive Interface.** With a browser-like interface and intuitive navigation, virtually no training is required
> **Generic Functionality.** Industry-specific solutions may be applicable for certain departments today, but do not support long-term enterprise-wide needs
> **Fully Configurable.** Systems should be flexible to conform to existing business processes and user preferences – not the other way around

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7Sarbanes-Oxley Compliance Journal (January 2007).
8ECM and Compliance, Digital Publishing Solutions
Easy to Evolve

Nearly 80 percent of all business information resides in unstructured documents – so you must be able to manage every type of document with equal flexibility. A sustainable ECM solution should provide:

> **Reliability.** With a loose coupling design, a change in one module will not require a change in the implementation of another module

> **Platform Independency.** Look for Java technology that supports MS Windows, UNIX, Linux, and a host of web browsers and database systems

> **Unlimited Scalability.** You should expect high system response times, whether you have ten or ten thousand users

> **Easy of Evolution.** An open architecture is essential – as it will allow you to add, upgrade, and swap components as your needs change

Easy to Deploy

Silo-focused, short-term, one-off tactics not only duplicate capacity and functionality, but they are more expensive in the long-run. An enterprise wide approach offers consistency and savings – but only when the system supports and integrates with the users’ primary business goals. Features of a flexible ECM solution include:

> **Optimized Code.** Provides for easy installation, uses industry standards, and requires small system footprint

> **Integration.** Multiple interfaces that provide an unsurpassed ability to integrate, including graphical user interface layers, API layers, database layers, and message oriented middleware

> **Customization.** An ability to easily enable new features

> **Adaptability.** No restrictions due to technology limitations
OpenEDMS® – Transforming Content into Compliance

Being able to integrate compliance technology into day-to-day business operations is essential – and this is the power behind OpenEDMS, the content management solution that businesses and government agencies have relied on since 2002.

OpenEDMS is a dynamic, content management system designed to optimize the security, integrity, and accessibility of business-critical information within organizations of all sizes. Unlike other solutions, OpenEDMS was not designed solely for compliance. Instead, it was designed as a solution that makes it easier for companies to administer a broad range of document and content management needs – including compliance.

This business-focused, user-friendly approach to document management translates into a compliance solution that offers the security and flexibility essential for long-term success.

OpenEDMS is an end-to-end solution that supports core business objectives, such as high-speed productivity and process efficiency, across a range of functions including Document Management, Records Management, Image Management, Email Management and Workflow Management. And while OpenEDMS was designed with end-users in mind, compliance managers will appreciate the fact that the system supports DoD 5015.2 specifications using a centralized repository, compliant metadata, file plans, cutoff dates, and advanced search functionality. Altogether, OpenEDMS provides an effective compliance solution that is easy to use, easy to deploy, and easy to evolve.

System Administration

> Web-Based System Administration: All system administrations can be conducted securely from web browser via Internet, Intranet, VPN, and LAN environment

Our powerful search engine quickly locates important records whenever needed.
Configurable User Interface: Use system default file browser view or use options to define a customized view for display attributes, page size, and browser timeout period.

Multi-Domain Functionality: Create independent domains for different departments or divisions to organize documents and knowledge workers according to their business function. Assign user access to multiple domains or single domain.

Audit Report: System provides pre-configured audit trial report for document access, system operations, user activities, system session, workflow status, and monitors. All system reports can be exported to PDF and MS Excel files.

Domain Configuration: System can be configured to provide selected system modules (Document Management, Workflow Management, Record Management, Email Management), selected menu items, and selected features.

System Import/Export: Export all system information and import to different server or new version.

User Management: Can be created as domain administrator or regular user types. User login ID can be permanent or time based.

Access Control: System administrator can control user and group access to sensitive system functions such as system report, desktop login, user and group management, and more.

Integration Interfaces

Graphical User Interface Layer: Foreign systems can directly trigger OpenEDMS system with URL, web parameters, and session ID to launch target OpenEDMS web interface panels. Thus existing OpenEDMS functions can be directly and securely used without any coding. Linkage between OpenEDMS and foreign systems is by using valid session ID.

OpenEDMS API Layer: OpenEDMS Java API (Request-Response based API) to directly communicate with OpenEDMS classes and methods to build and integrate with other enterprise applications. OpenEDMS API provides system core functions for document management, workflow management, and security functions.

Database Layer: Directly connect to OpenEDMS database layer to populate and retrieve information with JDBC and other database programming tools.

Message Oriented Middleware: Can be integrated via JMS and other message oriented middleware for store/forward and publisher/subscriber programming models.

Platform Support


Web Browsers: IE 6.0+, Netscape 7.0, Opera, and Firefox.

Database: MS SQL Server and Oracle.

International Language Support

Supports English, French, German, Chinese, Japanese, Spanish, Russian, Turkish, Persian, and Portuguese.

New languages supported within two-week requests.

In addition to OpenEDMS, Group 1 Software offers a suite of solutions that make it easier to create, manage, and archive documents. To learn more, contact Group 1 at 1-888-413-6763 or visit www.g1.com.
About Group 1 Software
More than 3,500 organizations depend on Group 1 Software to help them make better decisions, revolutionized work processes, and enhance productivity and profits. We’ve helped organization in banking and financial services, government, insurance, telecommunications, utilities and other industries worldwide to maximize the value of customer data and improve the effectiveness and efficiency of customer communications.

Our solutions consolidate, cleanse and enrich corporate information, locate data to specific geographies, and generate personalized business documents for customer care and efficient delivery, processing and archiving. Group 1 Software is part of Pitney Bowes, provider of the world’s most comprehensive suite of Mailstream software, hardware, services and solutions to help companies manage their flow of mail, documents and packages to improve communication.

Information is power. Group 1 helps deliver better information – the key to success in a more competitive world.