

THE CONTENT GROUP AVOIDS AN EXTRA 10% IN ANNUAL OVERHEADS BY BECOMING THE UK'S FIRST FULLY PAPERLESS OFFICE

- Content management specialist reaps the organisational, efficiency and green benefits of paper-free approach with improved information access and storage -

04 November 2010: The Content Group, the Enterprise Content Management (ECM) consultancy and solutions provider, has become the UK's first entirely paperless office, avoiding an extra 10% in annual overheads by running a single, wholly digital office. The ECM specialist has been able to enjoy the benefits of improved efficiency, improved information access and an easier home working structure, due to the entire office-wide removal of paper and by switching to purely digital information.

All paper has been removed from the office, including letterheads and business cards, as invoices, proposals, purchase orders and the like are now all sent electronically and digital business cards are forwarded by email. Any paper-based inbound post is immediately scanned and distributed electronically and even flip-charts have been replaced with digital whiteboards.

Ben Richmond, CEO and Founder of The Content Group explains, "We felt that paper was becoming an ineffective way of storing and sharing information and recognised that moving to digital processes was going to benefit our business. In effect we wanted to 'practice what we preach' and prove unequivocally that by removing paper from all office processes – not just certain departments like many companies have done in the past – costs can be dramatically reduced and workforce efficiency can be greatly increased."

Richmond continues, "Many of our clients have a number of office locations throughout the UK. Were we to rely on paper documents for our projects – which typically entail site visits of days or even weeks – we would require an entirely new second office in order to enable efficient operations for some of our further afield clients, the running of which would add an additional 10% to our annual overheads. By ensuring that absolutely all of our office information is accessible digitally and providing the most efficient possible remote working infrastructure, we are able to entirely avoid that cost with minimal investment of our own."

Richmond continues, "An office running on a manual, paper-based basis, can suffer severe productivity losses if employees are not able to access the physical documents for whatever reason, be that working remotely or if disastrous or adverse conditions prevent entry to the office. By keeping absolutely everything in a digital format, this is not a problem that we will experience. Should an IT-related disaster occur, such as a power outage or similar, we have

also implemented policies whereby all of our documents are 100% accessible and backed up off-site. For instance, our area suffered a power outage that knocked out neighbouring offices for as long as four days – with our remote working and information access capabilities, we were able to return to being fully functional in less than four hours.”

The Content Group is a technology agnostic ECM consultancy and solutions provider whose ‘ECM Expert’ best practice methodology ensures successful ECM projects for its clients across the globe. The expertise and best practice methodology of The Content Group’s ECM Expert ensures its clients receive unbiased advice combined with technology recommendations that result in unparalleled ECM project success.

The Content Group has also enjoyed further benefits from the move from paper to digital including an enormous reduction in office space, allowing them to dedicate the whole of the bottom floor of the office to client activity and workshop facilities.

Richmond concludes, “We hope that this change inspires other companies, as well as our own clients, to follow suit. The anticipation is that the removal of a need for additional office space, the vast reduction in costs in our existing office, and the far greater workforce productivity the scheme creates, will all encourage companies to follow in our footsteps and realise their own benefits.”