

# Helping you love your technology with Digital Process and Content Management Strategy



- ▶ Improve member experience
- ▶ Increase digital products and services
- ▶ Improve knowledge sharing (internal and external)
- ▶ Increase process efficiency, quality governance and automation
- ▶ Reduce operating costs
- ▶ Manage risks and business continuity
- ▶ Reduce Privacy and compliance issues
- ▶ Justify technology implementation costs

## Considerations:

- Do you have a paper room? What does “going paperless” mean to you? Did you know paper based processes are expenses?
- How do you decide what technology to implement?
- How can you justify costs and gain organizational support?

Digital Process and Content Management (DPCM) is the lifecycle of information; including the automation of processes from initial creation through to archival and eventually disposal.

Technology alone is not the solution. The right strategy, project scope, change management and deployment approach are critical to success.

Our framework is adaptable for your credit union’s specific needs and priorities. We identify where you are on this journey to find the best fit based your priorities and capabilities. This approach identifies value propositions, opportunities for improvement and key success factors.

## Expedite your transformation journey:

### Strategic Oversight:

- Digital Content experts guide your strategy development.
- Identified and prioritized list of DPCM improvement opportunities.
- DPCM deployment roadmap and action plan.

### Process Improvement:

- Experienced resources to assess current capabilities and recommend improvements to processes and technology.
- Dedicated resource to help you implement your transformation initiatives and achieve your goals.

### Technology Review:

- Technology assessment, solution options and deployment recommendations.

## Client Site Discovery Workshop

### Enterprise Level

Participate in a Discovery Workshop with all key stakeholder groups to develop an Enterprise Digital Process and Content Management Strategy and Action Plan. The Action Plan will create a Roadmap of initiatives aligned with the execution of key strategic and operational priorities.

### Department Level

Participate in a Discovery Workshop with your Department’s stakeholders to develop a department level Digital Process and Content Management Strategy and Action Plan. The Action Plan will create a Roadmap of initiatives aligned with the execution of key operational priorities can be used as a proof of concept for an Enterprise engagement.