



Digitech Systems Whitepaper

ECM for Retail: A Seller's Market

In the retail industry, nothing is more important than the customer. Developing a solid customer base, building loyalty and protecting shoppers' personal information are top goals. Without information technology, these priorities are nearly impossible to meet. Failure to protect customer information also can bring costly lawsuits and regulatory fines. Meet the growing demand by offering the PaperVision® suite of content services. Enable retailers of any size to enhance customer service and protect customer privacy while cutting costs and improving operations.



Market Overview

Retail is one of the largest industry sectors in the United States in terms of the number of establishments and number of employees. According to the US Census Bureau, the total amount of sales for the retail industry (including food services and automotive) was \$5.4 trillion in 2019.¹

The amount of information used to plan and operate a retail business makes Enterprise Content Management invaluable for today's retailer. With increasing competition and escalating operational expenses, gross margins are dependant upon cost effective management of data and other information. Whether at the franchise or corporate headquarters, retailers must keep tight control over customer and supplier transactions, contracts, employee records, accounting documents and inventory reports.



This need, coupled with the growing use of the internet, offers a business case for the latest in information technology. Retailers no longer ask themselves whether information technology is needed to maintain a competitive advantage. Today, they ask themselves which technology systems meet their needs and will give them the best return on investment.

Growth Opportunity



Information technology spending by retailers is expected to grow by an average of 10.6% per year and to reach an estimated \$270.5 billion by 2024.² A key reason for the rise in IT spending is "the pressure to continue to realize cost savings from supply chain efficiencies while improving customer service," according to Tony Friscia, president and CEO of AMR Research. The growing integration of artificial intelligence and machine learning in platforms is a major driver of market growth.³

Digitech Systems has made an ongoing commitment to meeting the content services and document management needs of the retail industry. The cloud-based systems PaperVision®.com and ImageSilo® and the on-premise system PaperVision® Enterprise enable retailers to condense records into a searchable information source that integrates with other business applications, saving users both time and money.

Cybersecurity spending soars

Global spending on cybersecurity is expected to exceed a cumulative \$1.75 trillion from 2021-2025., according to Cybersecurity Ventures. "In 2004, the global cybersecurity market was worth just \$35 billion and now it's one of the largest and fastest-growing sectors in the information economy," Cybersecurity Ventures founder Steve Morgan says.⁹



Drivers of growth

Retailers see investments in information management as a means to gain a competitive edge. Walmart and other big-box retailers have used it to change the retail playing field and drive less-effective retailers out of business. As a result, technological innovations are typically seen as the first step toward efficiency and a competitive leg up. For years, IT spending has remained strong. In addition to leveraging IT investments to create process efficiencies, retailers are increasing IT budgets to comply with regulations that require them to protect customer information.

Trend One: Protecting Customer Information



Protecting customer information has never been more important or so difficult for retailers. Data security breaches are common and they continue to tarnish the reputation of the retail industry. According to Statista, more than 750 million customer records in the US were compromised between 2018 and 2020.⁴ The list of retailers hit by data breaches in 2021 include Hobby Lobby, Volkswagen, supermarket chain Wegmans and apparel sellers Carter's, Bonobos and Guess, according to researcher Security Intelligence.⁵ The costs to a company can run into the millions of dollars after factoring the money spent on fines and penalties, credit monitoring services, lawsuits and information technology fixes, the researcher says. It isn't only large retailers at risk. More than 40% of breach victims are small businesses, according to a Verizon study. To battle computer hackers and data thieves, the major credit card providers have implemented network security and data handling rules for retailers and credit card payment processors.

Trend Two: Connecting Stores Through the Cloud



Retailers are looking to save money and time on collecting, managing and storing customer and business records from multiple store locations. They want the ability for important business information to be instantly and securely collected, accessed, searched and shared across the entire company, linking together central and regional offices, stores, administrative departments and warehouses.

Companies team to provide centralized document management

How much would your retail customers appreciate an information management system that lets all of their store locations easily digitize and send paper invoices, customer records and other important information into a centralized electronic system? No more paper storage and delivery costs and hassles.

Digitech Systems teams with companies such as Fujitsu (computerless scanning) and Microsoft to make it a snap for retailers to collect, centralize, utilize and share all of their important business information. [Learn more.](#)

Information managed electronically is more secure, reducing the risk of costly data breaches and lost documents. Other significant savings come from much lower labor costs related to document handling and information searches and an end to delivery and mailing charges, document storage and warehouse fees, filing space needs and more. Learn more about the inefficiencies of paper-based documents by watching this short video, "[The True Cost of Paper](#)".

Trend Three: Improved business, supply chain, and inventory efficiency



Managing supply chains efficiently, quickly introducing products, and maintaining inventory accuracy are essential to meeting customer service expectations. Investments in information management become a competitive edge. Not only can retailers save money through operations, but opportunity for sales increases due to enhanced customer service and process efficiency.

Trend Four: Effective Remote Work



Remote work is growing in popularity and the retail sector employs many who could work outside of the office at least part of the time with the right information management tools. Central office staff, buyers, marketing team members and general office support workers represent a large share of the retail workforce and are able to work remotely if enabled. To attract workers and reduce the retail industry's high stress levels, allowing more qualifying employees to work at least some days from home is one of the recommended retail employment strategies by The Balance Careers and other employment experts.

Trend Five: Competitive Advantage



Competition is stiff and consumers have ever-increasing demands. To meet those demands and stay on top, retailers need to operate as efficiently as possible and control costs. Franchises and retailers with multiple locations face the challenge of organizing and sharing information across disparate systems. Managing information for thousands of customers, distributors and dealers can be labor intensive and costly. Ensuring every store has access to up-to-date pricing sheets and discounting schedules is important to business consistency and success.

Paper-based record-keeping processes stifle productivity and profitability. Business efficiency is threatened by the integrity of the distribution channel, potential for double-entry and multiple document copies. When countless versions of important documents are stored in paper files or on individual computers, the results can create confusion and errors. When auditors review paper files, the preparation and execution can take days or weeks. The high price of retail square footage only adds to document management costs. Filing cabinets can invade precious showroom floor space and impact inventory and surplus storage rooms.

Another retailer challenge is high employee turnover. Training across multiple information systems can become time consuming and confusing for new employees, as well as expensive for employers. For most retailers, information management systems are a root source of better efficiency. IT investments and electronic processes are the answer for building customer satisfaction, profitability and competitive edge.

Future Expectations

"As the (COVID-19) pandemic has made clear, being adaptable in all aspects is a key to survival. Having an agile strategy that incorporates machine learning and automation will help retailers maintain robust security systems in the face of future disruptions."

-Gabriella Buckner, ITPro¹⁰

Trend Six: Complying with Payment Card Data Security Standards

The Payment Card Industry (PCI) Security Standards Council is an open global forum for the ongoing development of security standards for account data protection. The council owns, develops, maintains and distributes the PCI Data Security Standard (PCI DSS).

PCI DSS Requirements

PCI DSS is comprised of a list of general requirements designed to:

- Build and maintain a secure network
- Protect cardholder data
- Maintain a vulnerability management program
- Implement strong access control measures
- Regularly monitor and test networks
- Maintain an information security policy



A detailed listing is available at [Official PCI Security Standards Council Site - Verify PCI Compliance. Download Data Security and Credit Card Security Standards.](#)

Because banks, insurers, and credit card providers must reimburse consumers whose credit card data is stolen, they are pressuring retailers to comply with PCI DSS or share the liability for any losses.

William Beer, director of information security practice at PricewaterhouseCoopers (PwC), said, "Consumer trust is being tested as more and more personal information is being placed in the hands of companies, but even the most respected organizations that are expected to have water-tight security are being breached as hackers become more sophisticated."¹¹ Threats of future hacks and huge monetary losses highlight the need for the best information security.

Budgeting for Compliance

A recent compliance study revealed that each year companies spend between \$3 and \$33 per worker to comply with data protection regulations.⁶



"No one wants to use a credit card at an organization where the customer thinks they cannot protect their data, and it all mushrooms from that initial security breach."

*~John Ramsey, Senior Product Manager
MegaPath*

PaperVision® Meets Retailers' Needs

Digitech Systems' PaperVision suite of content services tools enhances efficiency, controls information and saves money. Specifically, the tools enable retailers to protect sensitive customer information, implement a searchable electronic information system, centralize records across multiple systems, build efficient business practices and comply with regulations.

Case Study: United Natural Foods

A period of rapid growth – an average annual gain of 16% over several years – left United Natural Foods (UNFI) searching for relief for its overwhelmed accounting offices in Rocklin, CA. UNFI, the largest publicly traded wholesale distributor of natural foods, works with more than 17,000 retailers and supermarkets. “Our industry was growing so fast that our paper-based processes weren’t keeping pace,” according to UNFI Controller Ernie Bullard. The organization saw the following measurable benefits from the implementation of the PaperVision® suite of products:

- Reduced document retrieval time by 97% to 30 seconds from 15 minutes
- Eliminated 150 filing cabinets and freed 2,000 square feet of storage space
- Saved 40 hours during end-of-the-year financial audits
- Avoided hiring more employees for document archiving.
- Improved employee morale by empowering staff to work more efficiently



“Since implementing PaperVision Enterprise, I have noticed a huge improvement in employee morale. Our staff is empowered to quickly and effectively manage the information they need to do their jobs.”

-Ernie Bullard, Controller, United Natural Foods Inc.

Enhanced automation

In addition to offering retail customers basic digitization, show them how they can classify and extract data from documents automatically. [PaperVision Forms Magic](#) leverages [Artificial Intelligence \(AI\)](#) to eliminate manual data entry. No matter how complex the document, the system can handle it. Integrate information seamlessly into business applications.

Further automate common, repetitive business processes using [PaperVision® Enterprise WorkFlow](#). A simple graphical interface enables you to start with Solution Profile templates based on best-practices and then implement virtually endless customizations to exactly suit the customer’s needs.

The PCI DSS compliance solution

A survey conducted by security vendor RSA asked retailers about the three most significant technology challenges of PCI DSS. More than half cited “tracking and monitoring access to the network and systems with cardholder data,” while 48% cited “encrypting card data.” Controlling access to systems containing card data and authenticating users accessing systems are also top challenges. Digitech Systems’ software specifically addresses the biggest challenges retailers encounter when facing PCI DSS requirements.



PaperVision software and security protections directly address these concerns. PaperVision®.com, ImageSilo® and PaperVision® Enterprise provide application, physical and transmission security that allow administrators to control nearly every aspect of system access and to protect information physically and electronically.

Underscoring the security and reliability

of our services, Digitech Systems maintains SOC 2 certification as determined by the American Institute of Certified Public Accountants' Statement on Standards. The certification validates the "controls and safeguards needed to protect the critical information we manage for our customers and to provide secure access to that information at all times," said John Gabriel, CFO, Digitech Systems. SOC 2 is the authoritative guidance that requires service organizations to disclose control activities and processes in a uniform reporting format.

Among the data security features:

- Stored data is protected by multiple, monitored firewalls on redundant storage arrays.
- Strong password protections.
- Updated controls and software patches. (For more information on the security of ImageSilo, see the "Ten Facts Resellers Need to Know to Differentiate ImageSilo®" whitepaper on MyDSI.)
- Multiple security settings to limit document access to authorized users.
- User-specific unique identifications, complex password requirements and access restrictions.
- Enhanced auditing and reporting features provide user activity logs.
- Regular internal and third-party testing of security systems and processes.
- Encrypted cardholder data while in transit and stored.

Gain efficiency, control security and save money

ECM helps retailers optimize interactions among employees, partners, suppliers and customers by managing information and workflow for more efficient internal and external operations. By implementing the PaperVision suite, retailers not only receive immediate benefits in efficiency but gain control of information and save money.

The PaperVision suite:

- Enhances efficiency and meets customer service expectations by managing information used for product rollouts, supply chains and inventory. ECM eliminates paper-based record keeping processes that stifle productivity and profitability. By using PaperVision Enterprise, ImageSilo or

PaperVision.com, retailers can search and find files instantly. Electronic distribution saves retailers from copying, faxing or mailing files to the corporate office.

- Increases control. PCI DSS is designed to help retailers protect their customers' credit card information, and ECM helps retailers meet regulatory requirements and improve their control.

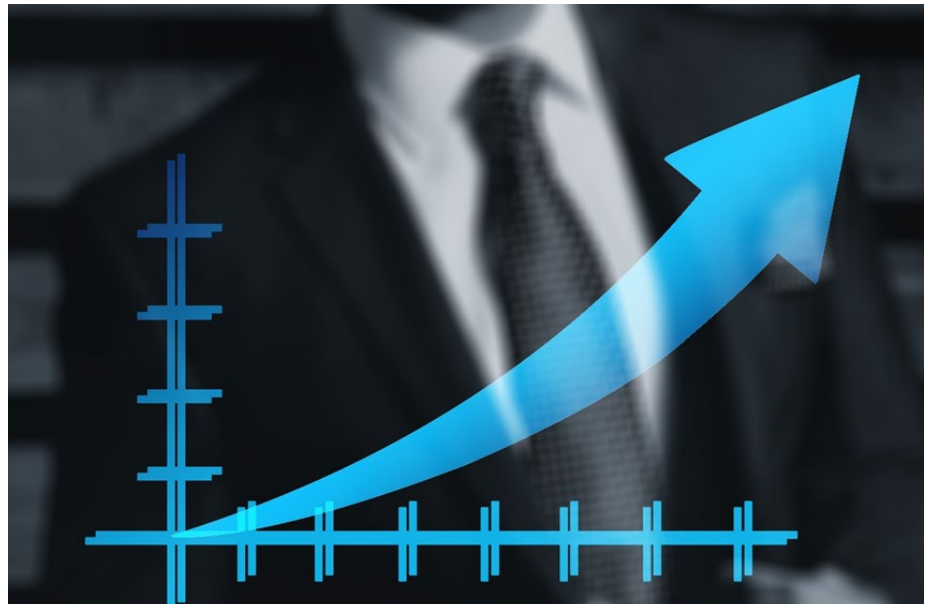
PaperVision® Enterprise WorkFlow allows

organizations to automate document routing and track record keeping progress for multi-step business procedures that involve approvals, verifications or customer requests. For online retailers or those who do business via email, PaperVision® Message Manager can work with WorkFlow to capture incoming email messages (and attachments) and initiate automated document processing. As an integrated add-on technology, E-Forms provides easy-to-use web-based forms that are crucial to delivering a positive online experience for both retailers and customers.

Smart spending

Investments in ECM technology “become a competitive edge. Not only can you save money through operations, but opportunity for sales increases due to enhanced customer service and process efficiency. Implementing ECM enables you to reduce management, storage and personnel costs.”

-HK Bain, CEO, Digitech Systems



- Saves money. IT investments are a means to gain a competitive edge. Not only can retailers save money through operations, but increased customer service and process efficiency allows for a better focus on the customers and the sales process. The PaperVision suite of products streamlines business practices by linking purchase orders and proof of delivery forms with invoices and accounting records. Corporate headquarters can maintain one system and provide access to all franchisees. Sharing information across one system reduces multiple copies, extensive distribution costs and the confusion associated with uncontrolled document versions and outdated materials. Removing file storage and increasing available showroom space allows for an improved sales experience, while decreasing employee training on multiple information systems saves money.
- Provides immediate results. In today's changing world, retailers are increasingly investing in information management to help them instantly enhance customer security and handle compliance and document processing cost-effectively. Not only does it help retailers gain efficiency for a better customer experience and competitive advantage, it empowers them to easily improve their business today.

Automated Record Handling

Digitizing, importing, indexing and utilizing documents and folders is easy with a product lineup that includes PaperVision® Folder Monitor. The free Folder Monitor software automatically imports and indexes files and folders from a scanner or multifunction printer into the ECM system. The stand-alone software works with all Digitech Systems' platforms.

Match Features to Customer Needs

See the following table for more information on how ECM meets the needs of retailers:

Business Goal	Feature	Advantage/Benefit
Respond to customer inquiries quickly and accurately	Keyword search	Instantly retrieve any document, including email messages, to answer questions
	Integration	Easily access documents in the ECM system without leaving the line-of-business application
	Electronic distribution	Distribute information electronically via email or secure internet connection rather than by copying, faxing or mailing
	PaperVision Enterprise WorkFlow	Automate standard business procedures and instantly see where a request is in the process
	PaperVision Enterprise WorkFlow and PaperVision Message Manager	Use email and attachments to initiate a workflow by promptly routing the email based on its contents Quickly integrate email into automated processes

Business Goal	Feature	Advantage/Benefit
Share information across multiple record systems and retailer locations	<p>Single, unified system PaperVision.com, ImageSilo</p> <p>Electronic distribution</p>	<p>Store all data in one system that can be accessed by an unlimited number of users</p> <p>Distribute information electronically via email or secure internet connection rather than by copying, faxing or mailing</p>
Control costs	<p>ImageSilo, PaperVision Enterprise, and PaperVision.com</p> <p>PaperVision Forms Magic</p>	<p>Manage documents electronically to enhance productivity and cut costs on paper, postage, storage, and distribution</p> <p>Eliminate manual data entry by extracting important information (index values) from files as they are scanned</p>
Leverage existing infrastructure	ImageSilo and PaperVision.com	Avoid purchasing additional servers or hardware by moving storage to the cloud
Utilize a cloud-based online platform to easily and securely manage and store customer records as well as office documents	<p>PaperVision®.com</p> <p>ImageSilo®</p>	<p>Automated processes</p> <p>Advanced security for data storage and handling</p> <p>Audit trails detail who accesses records, when and why</p> <p>Secure24/7/365 access to records from virtually any device by authorized users</p> <p>Keyword searches</p> <p>Microsoft Office compatible</p> <p>Adaptable/flexible</p>
Utilize an on-premise platform to easily and securely manage customer records and office documents	PaperVision® Enterprise	Same great features of ImageSilo using an organization's in-house computer servers

Business Goal	Feature	Advantage/Benefit
Easy setup	Solution Profiles	<p>Preconfigured automated business processes make for the simplest setup on the market</p> <p>Includes workflows, e-forms, authorized users, document associations, records retention policies, and even security rights that represent best practices configurations.</p>
Simplify data entry	E-Forms	Capture and manage data within a secure and compliant ECM environment using web-based forms
Develop, maintain and test secure systems and applications	<p>ImageSilo, PaperVision.com</p> <p>ImageSilo vulnerability testing</p>	<p>As an outsourced solution, Digitech Systems supports and maintains all systems</p> <p>Daily testing proactively checks for security vulnerabilities</p>

Business Goal	Feature	Advantage/Benefit
<p>Protect credit card information and restrict unauthorized access to data</p>	<p>Multiple security levels</p> <p>Redaction</p> <p>Enhanced auditing</p> <p>Data encryption</p> <p>ImageSilo, PaperVision.com</p>	<p>Control information access by user, project, document or specific index fields and limit users' ability to view, change and share information</p> <p>Protect information within a document by making it invisible to specified document users</p> <p>Force users to track disclosure methods, recipients and reasons</p> <p>Create a log for every document operation a user performs, track activity and assure information accountability</p> <p>Encrypt data both during transmission and when stored to ensure information is always protected</p> <p>Store information off-site in a state-of-the-art data storage facility and restrict user access through multiple layers of security</p>
<p>Restrict access to information on a need-to-know basis</p>	<p>Multiple security levels</p> <p>Redaction</p>	<p>Control information access by user, project, document and/or specific index fields and limit users' system activity</p> <p>Protect information by making it invisible to specific users</p>

Business Goal	Feature	Advantage/Benefit
Track and monitor all access to the network and cardholder data	Enhanced auditing	Force users to track disclosure methods, recipients and reasons Create a log for every document operation a user performs and track activity Verify controls and identify unauthorized activity
Assign a unique identification number to each person with computer access	User security	Assign a unique identification and password to each user Control their information access and activity with user security rights
Flexible system password settings	Password security settings	Control password expiration, strength, length and account lockout processes Eliminate opportunities for unauthorized access
Protect information	Records retention locks	Protect records from unauthorized deletion and then purge expired records Track records retention and destruction activities with documented reports

Business Goal	Feature	Advantage/Benefit
<p>Encrypt transmission of cardholder data across open, public networks</p>	<p>Session ID encryption</p> <p>Data encryption</p> <p>Support for SSL and Non-standard ports</p>	<p>Encrypt the session ID passed back and forth between the users and servers</p> <p>Ensure a hacker cannot simply guess an ID to take over another user’s session</p> <p>Encrypt data to ensure information is encoded and protected while stored and during transit</p> <p>Protect information at every step using full encryption of all session IDs between the user applications and the servers</p>
<p>Reduce the cost of storing paper</p>	<p>Convert paper records to electronic files</p>	<p>Save on paper supplies, postage, storage and distribution</p>
<p>Secure sensitive customer information and comply with data security regulations</p>	<p>PaperVision.com</p> <p>ImageSilo</p> <p>PaperVision Enterprise</p> <p>PaperVison.com, ImageSilo</p>	<p>Audit tracking shows who accessed what information and for what reason</p> <p>Enhanced auditing protects sensitive information from being released to unauthorized individuals</p> <p>Redaction conceals protected information prior to distribution</p> <p>Data is securely protected by encryption during transmission and at rest</p> <p>Data is securely stored in the cloud. Disaster recovery is easier</p>

Business Goal	Feature	Advantage/Benefit
Move toward digital content	Convert paper records to digital documents	Manage documents digitally to enhance productivity and cut costs on paper, postage, storage, and distribution
	PaperVision® Capture	Scan and index documents no matter the format they arrive in
	PaperFlow™	Automate document capture, uploading, and indexing
Speed up and simplify the search for customer records	PaperVision.com PaperVision Enterprise ImageSilo	Keyword and full-text searches locate files in seconds to reduce turnaround time and accelerate patient services
Convert paper records into searchable electronic documents	PaperFlow™ PaperVision® Capture	Works with almost any scanner to turn paper documents into usable, searchable digital files in an instant
Replace paper forms with electronic forms that allow for digital signatures	PaperVision E-Forms	Eliminate need for copying, PDF conversions, mailing/emailing Boost business efficiency and information control by digitizing data from point of origin
Extract key data from print and electronic documents and files for use in easy-to-manage digital reports	PaperVision Forms Magic	Automatically classify documents by type and extract key data as they are being scanned
Easily email records and other documents securely	PaperVision Distribution Assistant	Unlimited external document distribution saves printing and postage by securely sharing documents electronically

Business Goal	Feature	Advantage/Benefit
Ensure compliant disclosure of records	Enhanced audit tracking	Requires employees to log the name of the individual they're sending information to and why when they transmit data outside the company
Help users keep track of documents as they work on projects together	Document check in/out	<p>Allows only one "master" version of a document to be checked out for editing, preventing overlapping effort</p> <p>Offers structure to people working together on the same project. Keeps them from making the same changes as a colleague or from overwriting each other's efforts.</p>

Ask for Help

If you're feeling unsure about the retail market and technology, Digitech Systems can help! Our sales engineers are available to assist you with demonstrations of products and services. They'll help you match the technology's capabilities with your customer's needs. They'll help you customize a presentation specific to your prospect, improving your chances of winning the business. Our salespeople are also familiar with the marketing materials available to help you explain and sell this exciting technology to your customers. These materials include:

- Educational materials. Includes briefs on PCI DSS compliance and general ECM for Retail.
- Sales scripts. Multiple options available whether you're reaching out to store managers, IT professionals, HR execs or other retail professionals.
- Pre-built and re-brandable Advertising Campaigns – These print advertisements help you establish your expertise in helping clients achieve the most common goals of improving access to information, reducing costs, and ensuring compliance.
- Retail Vertical Market Toolkit. Excellent for training your team on the ins and outs of the retail market, this complete toolkit includes sales scripts identifying key prospects and their likely technology goals and copies of all of our retail marketing materials.
- Our blog post, "Content services are a holiday stress buster" takes an in-depth look at how ECM helps retailers during their busiest time of year.
- Understand the security systems behind ImageSilo and learn how to explain them to prospects in, "10 facts resellers need to know to differentiate ImageSilo" on MyDSI.

Check out MyDSI to see our entire collection of retail market materials and reach out to our marketing team to customize items with your own logo and contact information.

If you want help understanding what is available and how to use it, contact sales today. Also, make sure you tell your prospective clients the staff at Digitech Systems Professional Services is able to assist with the implementation of the entire suite of content management products. Prospective clients can receive a Statement of Work and a detailed cost analysis. With the help from our experts, retailers are assured of a successful implementation that helps solve even their most complex data challenge. Visit www.digitechps.com to learn more.

Conclusion

In an industry where the customer is king, Digitech Systems' PaperVision suite of ECM tools helps retailers enhance efficiency and customer service, protect and control customer information and security, and reduce costs while passing savings to customers. With PaperVision.com, PaperVision Enterprise and ImageSilo, retailers can improve compliance with the PCI DSS regulations and build a successful business that maintains a centralized, protected information system. By enabling secure information visibility, retailers can optimize business processes, increase collaboration and build their potential for a well-managed organization with lean operating systems and competitive advantage.

Retail Case Studies

For more real-world applications and testimonials on how retailers use Digitech Systems' software to enhance efficiency, gain control and save money, visit MyDSI at MyDSI.DigitechSystems.com.



[CAPCO Tile and Stone](#)

CAPCO significantly improves productivity by implementing PaperVision Enterprise. [Read more.](#)



[United Natural Foods, Inc. \(UNFI\)](#)

By implementing PaperVision Enterprise, UNFI easily manages over 270,000 documents and eliminated 150 filing cabinets. [Read more.](#)

Vocabulary and Terminology

The following are basic terms and concepts for speaking to a prospect from a retail business.

Data Security Standard (DSS)

Data Security Standard represents a common set of industry tools and measurements to help ensure the safe handling of sensitive information. The standard provides an actionable framework for developing an account data security process, including preventing, detecting and reacting to security incidents.

PCI Security Standards Council (PCI)

The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for account data protection. American Express, Discover Financial Services, JCB, MasterCard Worldwide and Visa International founded the organization. The PCI Security Standards Council owns, develops, maintains and distributes the PCI Data Security Standard (DSS) and is led by a policy-setting Executive Committee, composed of representatives from the founding payment brands.

Secure Socket Layer (SSL)

SSL is a protocol that provides secure communications over the internet using asymmetric key encryption.

Statement on Auditing Standards

The Statement on Auditing Standards defines standards to assess the general computer controls of a service organization. Developed by the American Institute of Certified Public Accountants, the standards are frequently used to evaluate outsourced services like cloud ECM. Service organizations must undergo an extensive examination of internal controls, processes and procedures. The most comprehensive report includes descriptions of both the security controls and the testing, which occurs over a specific period of time.

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Digitech Systems, LLC

Digitech Systems, LLC enables businesses of any size to more effectively and securely manage, retrieve and store corporate information of any kind using either [PaperVision Enterprise](#) content management (ECM) software or the world's most trusted cloud-based ECM services, [ImageSilo](#) and [PaperVision.com](#). By significantly reducing the cost, Digitech Systems has moved ECM from a luxury convenience to an essential element for every well-managed business.

Digitech Systems continues to raise the standard of excellence in the ECM sector, as evidenced by the numerous awards the company has received, including multiple Nucleus Research ROI Awards. In addition, Buyer's Lab has repeatedly chosen [PaperVision Capture](#) as the best data capture and workflow solution, [ImageSilo](#) and [PaperVision.com](#) as the outstanding cloud content management systems, and [PaperVision® Enterprise](#) as the most outstanding ECM software in the marketplace. The company's [Process Automation Tools](#) were recently named as a Top Ten solution. To learn more about the company's software and services that deliver any document, anywhere, anytime, visit www.digitechsystems.com. You can also connect with us on:

- LinkedIn (<https://www.linkedin.com/company/digitech-systems>)
- Facebook (@papervision)
- YouTube (<https://www.youtube.com/user/DigitechSystemsInc>)
- Twitter (@ECMNow)

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