

# REVITALIZING YOUR WORKPLACE

## PAPER CUTS GUIDE TO HELP TRANSFORM YOUR NEW DIGITAL WORKPLACE

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# INTRODUCTION

## HOW TO NAVIGATE TO A NEW DIGITAL WORKPLACE

Transforming to a digitally focused workplace requires time, resources and planning. To assist you in this endeavor, we will touch on some key areas to consider during this post-pandemic environment.

Most companies reported having 2 to 3 workplace transformation initiatives on average in motion prior to COVID-19, with the list doubling to 4 - 6 initiatives on average as a result of environmental and work circumstances due to the pandemic.

## COVID-19's IMPACT ON THE WORKPLACE

According to a 2021 survey of 200 organizations in North America and Europe conducted by IDG, the initiatives most often noted as in motion were:

- (1) expanding remote working options
- (2) data security enhancements
- (3) creating flexible work environments
- (4) digital transformation to support a hybrid workforce.



## SO CAL BUSINESSES ARE ADAPTING TO THE NEW NORMAL

That's a tall order made even more complicated by the challenges and uncertainties left in the wake of the COVID-19 pandemic. The main challenge is that it requires organizations to simultaneously rethink strategies for how and where they work:

- Adapting to remote working while offices are reconfigured to ensure they are safer and pandemic compliant
- Embracing new technologies for data sharing and team collaboration
- Assessing the impact of adaption to new technologies on business continuity, compliance and sustainability
- Managing effective and efficient use of relevant business data wherever it's located — in the cloud, on devices, on paper documents, or in secured storage

Now is best time to rethink how your business is making its way through a new digital-based transition. **Paper Cuts can help you rethink your workplace** with smart, customized, localized solutions to help you with the digitization of your business.

We can partner with you to provide you with all-in-one, integrated services for simple, secure records and information management anywhere across Southern California. This guide will show you how we can play an essential role in helping you transform your workplace.

# RESHAPING YOUR BUSINESS TODAY

## THE “DIGITAL WORKFLOW” IS HERE TO STAY.

Let us help you embrace it. Paper Cuts can help you effectively integrate use of advanced digital technologies like the cloud, digital collaboration, big data, mobile networking, and the Internet of Things (IoT) to work more efficiently..



**Embracing a new digital workflow will also save you money by enabling you to more effectively manage your files, data, shredding, and recycling.** Initially, you should be aware of 3 growing trends that indicate the old “wait-and-see” approach can be a crucial misstep in the ever evolving digital world:

### **TREND #1: KEY BUSINESS PROCESSES ARE MOVING TO DIGITAL ENVIRONMENTS**

Integrating your key business processes to digital networks can benefit your business immediately, specifically with cost savings from resource consolidation and more timely mass communication methods. This includes adoption of online portals to enhance customer service, helping remote teams to collaborate more effectively and streamlining activities like accounting, invoicing and human resources for more inclusive data sharing.

### **TREND #2: THERE ARE ADVANTAGES TO DIGITAL TRANSFORMATION.**

In a large business, a digital transformation effort inevitably runs up against entrenched cultures, preexisting infrastructures, and corporate hierarchies. As such, departmental silos must be merged and legacy IT systems revamped. However in most smaller organizations, the hurdles to digital transformation are often much easier to overcome, but still require an integration of efforts across the business.

Digital technologies like the cloud, mobile apps and the IoT are quite affordable and scalable. This allows organizations to finance an upfront investment that can be an advantage for any size business. In effect, digital transformation actually levels the playing field between large and small businesses.

### **TREND #3: THE PANDEMIC HAS ACCELERATED THE MOVE TO A DIGITAL FOCUS**

COVID-19 guidelines have forced many businesses to quickly adopt digital transformation across their business operations. Out of necessity and safety, suddenly the digital workplace offered options to keep businesses running smoothly. This is because much of what the digital workplace offers was urgently needed such as centralized access for remote workers and a reduced reliance on face-to-face interactions. The bottom line is that “a wait-and-see approach” to digital workplace transformation is becoming less tenable by the day.

# STREAMLINING DIGITAL WORKFLOWS

You can effectively use DIGITAL PLATFORMS to revamp processes, and cohesively integrate operations, and effective procedures. This will allow you to restructure environments for improved workflows. The first step to beginning this transformation is to separately take into account both customer and employee-centric operations. Developing a new digitally focused process to make them better. The key to getting this right is choosing which processes to focus on first.



## WHICH PROCESSES DO I TRANSFORM FIRST?

Ask yourself which operations and processes in your business would deliver more value if they were transformed digitally? Consider the following:

- › Can your sales teams mine stronger leads? Can they close more deals if you streamlined the estimating process?
- › Can you improve your cash flow? Can digital tools give you an advantage for prioritizing invoicing or for reaching out to problematic clients more quickly?
- › How often do financial transactions get delayed? Can digital processes eliminate delays?
- › Do deals with vendors get bogged down by unnecessary red tape? Can digital channels reduce this red tape?

## WHERE DOES YOUR DIGITAL WORKPLACE BEGIN?

Processes that can be digitally transformed are often the ones that are document files related to paper records, such as accounting or billing. Any operation that generates large amounts of document records in both paper and digital form can be effectively streamlined. And as more of your business becomes digitally focused, the use of paper materials can be reduced. Recycling, shredding and file storage solutions can be the perfect hybrid digital transformation tools you need to accomplish your business goals.

To find and evaluate processes that can be digitally transformed, ask focus on several key questions:

- What customer-centric processes can be transformed to make the biggest difference in meeting the needs of my customers?
- Which internal processes can be transformed to better help me attract the best employees or put me ahead of our competition?
- What can I expect in terms of increased revenues, lower costs and better productivity? It's a good idea to develop some goals in advance as they will be essential to evaluating the success of the project.

As you identify operations ripe for digital transformation, analyze in detail how they work:

- Document existing workflows first prior to any changes. Pinpoint the paper-based and digital steps that underlie these existing manual processes.
- Review the underlying data involved in each operational function. How is it generated and stored? How accurate is it?
- Assess the full lifecycle of your information. What steps are in place for managing data from creation, through storage and destruction? As part of any streamlining process, you need to develop a records retention schedule that defines how long categories of records should be maintained as active or inactive before they're destroyed.
- Identify any records or business artifacts that need special handling.

# STRIVING IN A PAPERLESS OFFICE

**The benefits of reducing paper are well established: less mess, better for the environment and lower costs.**

So why do business have trouble kicking the paper habit? Many people are simply more comfortable working with documents they can physically hold in their hands. However this adherence to paper documents can continue drive up costs over time:

- › Although the cost for creating a paper record is minimal — buying the paper and printing the document — the overall costs go up from there mainly because of the labor involved.
- Studies show the average employee spends 25% of their week filing, copying, indexing or retrieving documents.
- It's also essential to factor in the cost of potential security losses. Paper records still account for a large number of data breaches as well as regulatory and privacy violations. In addition, paper is highly vulnerable to theft and damage due to natural disasters, such as floods, which can impact business continuity.



Despite all of this, the appeal of paper in the office remains strong so transforming a more digitally focused workplace will not completely eliminate paper usage for most businesses. If going completely paperless is not possible or practical, a better plan is to try to reduce and better manage your paper usage. This means achieving the right balance of digitization, storage and secure destruction. Paper Cuts offers integrated file storage, records management and digital scanning solutions that can help you reduce your reliance on paper across your business.

## KEYS TO REDUCING PAPER USAGE

Keep in mind these 3 initial steps to reduce paper usage:

### STEP 1: DIGITIZE. DIGITIZE. DIGITIZE.

With a smart digitization strategy, all your physical documents that take up valuable office real estate can be stored at a fraction of the space and cost. And by digitizing files, you make information more accessible to be digitally mined for analysis to provide better insights. Especially for customer-facing processes, the information is simply more available when it's digital. And it is more secure — there are far more options for encryption and password protection.

Paper Cuts can assist you by taking a holistic look at the paper records you typically maintain. To get organized, reassess:

- Make a list of the different types of records your company generates such as accounting, tax, personnel, customer, and leads.
- Develop a records retention schedule that defines how long categories of records should be maintained as active and retained as inactive before they're destroyed.
- Identify any records that need special handling. Once you have a clear idea of what you're keeping and where it's kept, you'll be in a better position to make decisions about what should be scanned, stored or destroyed. Paper Cuts specializes in providing these services for you.



## STEP 2: STORE PHYSICAL RECORDS OFFSITE.

Most businesses end up with a certain number of paper records that require secure storage. Depending on how much paper you manage, storing it onsite can be convenient but expensive depending on the cost of your current square footage. Plus, the costs of internal staff and the use of real estate for nonproductive purposes can quickly offset any potential savings. This often ends up consolidating a few file cabinets or worse, a whole storeroom filled with boxes into one physical space that competes with other resources for the same space. A better option is to consider working with an experienced offsite storage provider such as Paper Cuts. We can keep your documents safe from loss or damage in our secure warehouse facility. If your records contain sensitive information, we ensure that they protected confidentially with our maximum security protocols, shielding you from legal or compliance issues. Most important, once they are properly labeled and indexed, they are more easily accessible, reducing or entirely eliminating the costs of staff time for managing and searching through records.

## STEP 3: DESTRUCTION.

There's a tendency, especially among small and mid-sized businesses, to keep paper records indefinitely. Try to resist that mentality, and instead embrace the view that all records — paper and digital — go through a natural life cycle of creation, management and destruction. Getting rid of records in a secure and appropriate way helps streamline operations, reduce the potential for legal and compliance penalties and ultimately lower costs. Paper Cuts can assist you with all your business destruction needs.

# DIGITIZING YOUR PAPER RECORDS

Paper Cuts can help you with variety of custom options or a integrated all-in-one hybrid solution.

The first question most businesses ask is “how much of our paper records should be digitized”?

Some level of digitization is essential to any workplace transformation strategy, regardless of what the ultimate goals are. Whether you are streamlining workflows and processes, enabling effective collaboration for remote employees or freeing valuable office space for managing socially distant environments, digital transformation can be a vital solution.

### 1 — BACKUP FILE CONVERSION

This is the logical, first option to consider — a complete scan of all your documents. This puts you on the fast track to the digital workplace and is cost-effective in the long term. However, because scanning is labor intensive, the up-front costs can be significant. One option to make this more affordable is to manage the conversion in bite-size chunks, categorizing and prioritizing your files into smaller conversion projects (by product or department) and converting when convenient.

### 2 — DIGITAL IMAGE SCANNING

When complete conversion is not appropriate or deemed too costly, Paper Cut's scanning and imaging services can help you digitize individual documents on an as-needed basis. This reduces the initial capital outlay and gets your digitization effort underway. Paper Cuts can work with you to design a custom strategy that meets your needs and budget. Your documents are scanned, archived, delivered, shipped or picked up via secure transportation and brought to our imaging facility. Once a record scanned, your images are delivered via secure media for you to store and manage.

### 3 — DIGITAL RETRIEVAL MADE EASY

A third option to consider is an archival service that utilizes an advanced records management retrieval system. Paper Cuts offers you the option of scanning and indexing paper documents as they are produced or received in the normal course of business. Because so many documents come in through the mail, this can be a very cost-effective solution. This can be used conjunction with our popular backup file conversion and image scanning solutions

# CREATE YOUR DIGITAL OFFICE SPACE



The pandemic has forever effected the traditional physical office space. While business offices still have a future because many jobs must be performed in an office-like location for a variety of reasons, they will continue to help workers feel like they're part of something bigger. But there is no question that a discussion of office design will start with pre-pandemic versus post-pandemic.

**What will change? How many employees want to work in the office, fully remote or in a hybrid environment? How can the physical office support flexibility? What will be the fate of the executive suite? The storeroom? The employee lounge? The community kitchen?**

These are all important questions in rethinking a physical office environment. Here are few areas to focus on to best support a digital workplace strategy:

## INTERACTIVE

The element that people working from home admit missing most is the natural face-to-face interaction with colleagues. As a result, successful offices will be designed to support socialization and collaboration. Instead of rows of traditional desks and workstations, a more hybrid-business lounge design might be optimal — similar to airport business suite — where you workers are free to move around and do different things across a variety of spaces. This would included large meeting rooms and small meeting rooms, and places for private work.

## SAFETY

Before COVID-19, the emphasis was on high density work spaces — fitting as many people as possible into a space. Now, it's all about inverted to de-densification — allowing plenty of room for people to socialize in a safe way while maintaining physical distancing — including one-way circulation, enhanced cleaning, heating, ventilation, and air conditioning protocols.

## FLEXIBILITY AND CONTROL

The ideal workspace design needs to be flexible so it can be adapted to change at a day's notice to ensure people can use different spaces the way they want best for them. Spaces will be bookable with measures and controls, so employees can remotely reserve a workspace, meeting rooms or other resources. When employees arrive, they enter a well-controlled, well-organized and safe environment.

## USABILITY

In the newly reconfigured office, there will be pressure to use every space as effectively as possible. All the communal places in the office will be getting a second look as we seek to reduce the potential for transmitting illness. Spaces devoted entirely to storage will also come under scrutiny

## RECONFIGURING THE OFFICE — TAKING THE NEXT STEP

Most successful organizations are considering or implementing physical workspace initiatives. Reengineering existing space was the top initiative selected, particularly among those in healthcare and other industries that require in-person employees. Many businesses are also dealing with consolidating offices/closing branches. Enabling a quicker response to managing these workplace issues following the pandemic is should be a key initiative, as well as contingency planning, better records/data management through digitization, accelerating digital needs and automation.

# COMPLIANCE AND SUSTAINABILITY

Compliance issues can often change due to environmental circumstances and effect people across your entire organization. That is why it can be beneficial to work with an experienced third-party records management firm like Paper Cuts.

How you use and manage information has a decisive impact not only on the success of your operations but also on the following:

- › The protection of individual privacy — how likely you are to be penalized for compliance violation
- › How quickly you can recover after a disaster
- › Your impact on the environment

Let's look at each of these issues and see how they factor into your digital workplace strategy:

## PRIVACY/COMPLIANCE

Just about every kind of business collects data. The use of cloud services, remote working, digitization and social media pose new challenges and require that businesses become increasingly creative in spotting and managing data privacy risks:

- › Make employees aware of best practices to ensure data privacy.
- › Conduct continuous vulnerability testing to surface unexpected problems.
- › Ensure your employees understand that new uses of technology — especially consumer-class technologies such as mobile devices, downloaded applications, public Wi-Fi networks and on-demand service services — often increase data privacy risks.
- › Look carefully at what data you are keeping and for how long. Indefinitely maintaining data that contains private information puts you at risk for cyberattacks and compliance problems.

## IMPROVED BUSINESS CONTINUITY AND FLEXIBILITY

In the past, business continuity was often synonymous with office continuity. The focus was on keeping the business going if a fire, flood or other disaster made it impossible for people to get to work. Remote working was perceived as one option for ensuring continuity.

Now it's at the core of any continuity plan — supporting the digital workflows that make remote workforces possible and enabling collaboration to take place anytime, from anywhere:

- › Making effective use of hot and cold data storage options. Ensure that critical information is quickly available. Use off-line storage to preserve information that may not be immediately needed but is essential for long-term survival.
- › Planning for destruction. Work out schedules for what to keep, how long to keep it and how to destroy records when they are no longer needed.

## SUSTAINABILITY

Digital technologies are playing an essential role in managing issues related to the environment. Deployments that take advantage of cloud computing, AI, the IoT and more are helping achieve sustainability goals in several ways:

- › Supporting remote working strategies that reduce commuting
- › Making buildings green and efficient
- › Supporting greater use of alternative energy sources
- › Automating processes with environmental impact, such as detecting gas leaks

# EMBRACING A REMOTE WORKPLACE

During the COVID-19 pandemic, remote working became a vital necessity to keep businesses functioning. While remote working involves both positives and negatives, it's clear remote working is here to stay in some form. Businesses must assess the benefits that employees are balancing with less commuting times and more flexibility versus the loss of face-to-face interaction and daily camaraderie with colleagues.

As you navigate to transforming over to a hybrid workforce, keep the following steps in mind:



## ASSESS BENEFITS AND CHALLENGES

As you move past your initial responses to the pandemic, take time to assess what worked well and what didn't. It is important to listen to employees and gain their feedback regarding how the pandemic effected their workflow and what unexpected changes remote working may have caused them. Prior to COVID-19, there wasn't much talk of "Zoom Fatigue", but now it has common place across the world for many workers who have been overusing VoIP conferencing applications throughout the day like Zoom, WebEx, or Skype on their digital devices.

## DOCUMENT OFFICIAL POLICIES

More than ever, it's essential to clarify your official policies on use of your business' information systems so all employees have a basic understanding of what is considered proper business use and what is not. Such topics for discussion can include restrictions on uploading and downloading files, sharing photos, opening emails or clicking on viral links from unknown senders, and keeping their work computers safe from hackers in an environment outside of work property. Most importantly, employees should be aware of your business' policies on destroying information, which should include a well thought out shredding policy. Paper Cuts hybrid shredding solutions can help you formulate a plan to ensure your policies are properly executed on a daily basis.

## INTEGRATE SECURITY PROTOCOLS

In most businesses, no matter the size, there are many security vulnerabilities that can arise which will effect your digital workplace. Most businesses cite their 2 biggest concerns regarding data sensitivity issues as being not being able to handle the ever changing cybersecurity threats on their business, and the uncertainty of handling the growing volume of data resulting from multiple end users and their communication devices.

## ENHANCE ENCRYPTION STANDARDS

Data encryption is the process of converting data that is initially in a readable format into ciphered, unreadable format. This encryption makes it exceedingly difficult for unauthorized users to access the data while it is being transmitted. While remote working has made data encryption a necessity, using the latest systems and security software isn't always enough to keep business information safe from unwanted eyes. Data encryption is even more important now that most employees use mobile devices in remote settings that often move in and out of uncontrolled security environments.

## PROVIDE DATA ACCESS OPTIONS

No two companies will ever end up following the exact same approach to remote working. That's why Paper Cuts can help you with these challenges. Our integrated files storage, records management, and shredding/recycling solutions can assist you in developing new procedures that allow remote workers to ensure the proper chain of custody is maintained throughout the document life cycle.



### **PROTECT ORIGINAL DOCUMENTS**

Many businesses, such as law firms and accounting offices, work with original documents — paper files that are the initial instruments often used to confirm a legal contract, financial transaction or conduct other binding business affairs. Original documents are traditionally stored in a firm’s central records office or an off-site storage facility or local bank vault. However, continuing to achieve this high level of document protection becomes more difficult with remote employees needing access to certain files on a daily bases. Your business must ensure that it can continue to serve the needs of your clients without compromising confidentiality in a remote work environment.

### **FILE STORAGE / RECORDS MANAGEMENT**

Even as your business embraces the digital transformation, you still continue have paper files in your normal daily scope of activities, and your remote employees will continue to need access to them. Paper Cuts can physically relocate your traditional file room over to our highly secured Paper Cuts warehouse facility where your records can be managed according to a customized filing system that meets your needs. With just a few clicks, our employees can search through your inventory, locate what’s required and arrange for records to be quickly scanned and delivered to you electronically. We offer a range of cloud-based and off-line physical storage options to meet all your data needs.

### **UTILIZE SHREDDING OPTIONS**

It’s unlikely that simply working remote will stop employees from generating paper files, potentially exposing private information. Paper Cuts offers secure shredding services to remote offices and mobile employees. We also offer residential, home office and consumer customers with drop-off and pickup services available 24/7. Answer one quick question below to determine the service that’s best for you. For smaller quantities (less than three boxes), Paper Cuts recommends utilizing one of our drop-off partners who can easily be located using our zip code lookup tool here. For larger quantities (greater than three boxes), we recommend our very popular at-home pickup service.

## **REVITALIZING YOUR WORKPLACE**

**REMEMBER, THE DIGITAL WORKPLACE ISN’T A DESTINATION.**

**IT’S A JOURNEY THAT INVOLVES RETHINKING A WIDE RANGE OF EVERYDAY BUSINESS PROCESSES.**

**RELY ON PAPER CUTS TO HELP YOU GET THERE**

