

Our Capabilities

Document Management



Data and document management is a serious issue. Achieving a positive solution means questioning practices of the past.

Increasingly organisations require a working environment that permits rapid access to essential knowledge and information. This working environment must also enable organisations to respond to the demands for compliance.

Moving an organisation forward towards an effective solution that includes management of all types of information such as electronic documents and emails, in addition to paper records, is a daunting process. However when organisations approach electronic document management as a strategic investment, aimed at improving efficiencies and revenue, establishing uniformity as well as effective management of records, a competitive advantage becomes evident.

Pitcher Partners has extensive experience with data and document management both in terms of business process and electronic document management (EDM). We work with clients to manage this minefield in selecting an appropriate electronic document management system (EDMS) that achieves their goals, streamlines document processes and delivers business benefits.

Our Approach

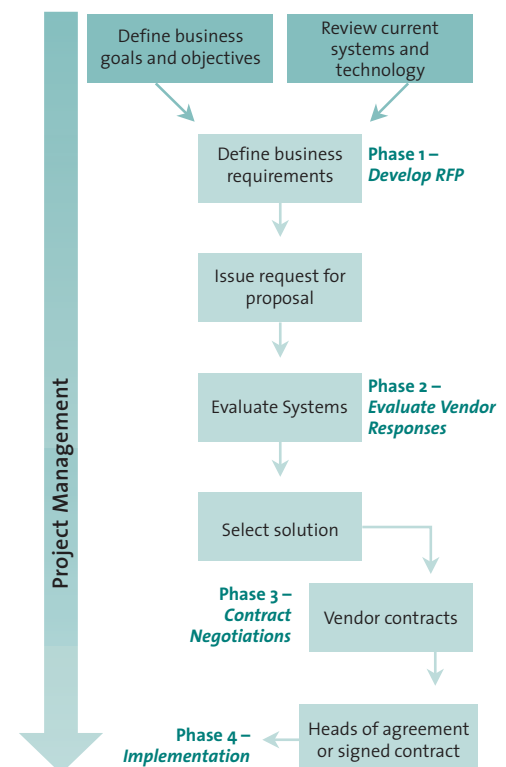
The objective of our approach is to assist clients select the most appropriate, cost effective EDMS that meets their needs now and into the future.

Using our standard System Selection methodology the process of selecting an appropriate EDMS ensures a collaborative approach involving all key stakeholders.

Pitcher Partners invest time in establishing a strong relationship with our clients and gaining a clear understanding of their business. Through this close partnership we:

- fully define business requirements;
- manage the tender process;
- conduct rigorous evaluation processes to ensure the right selection;
- facilitate vendor negotiations; and
- manage the implementation.

Throughout the process we adopt our focussed project management methodology to ensure the correct outcome is delivered on time and on budget.



Pitcher Partners uses a consultative approach – getting to understand your business, your challenges and the industry you work within.

Our clients recognise the value of our methodologies and guidance – Pitcher Partners assist clients to make the right decision.

Case Study

Aged Care Industry

As part of an earlier strategic review our client, a national Health and Aged Care operator, identified the need to significantly increase document control and management to enable:

- process and work efficiencies;
- knowledge sharing; and
- uniformity.

Pitcher Partners was requested to manage the selection of an EDMS. Interviews and workshops were conducted with key staff in the business to identify their process/document/data needs and the knowledge requirements of the organisation. This information was then utilised in a tender process, consisting of a written submission and visual demonstrations, leading to the selection of a suitable vendor and document management solution.

The team at Pitcher Partners has displayed a detailed understanding of the complex nature of our business and have

actively worked to ensure that each project will help us achieve our desired business outcomes. We have found the Pitcher Partners team to be dedicated and knowledgeable of both IT solutions and also their impact on our broad business practices.

Ross Williams, GM Finance & Admin
Primelife Corporation Ltd

Case Study

Local Government

Pitcher Partners' team includes a Local Government Specialist. Joining Pitcher Partners following many years as a senior executive at one of Melbourne's largest city councils, our Specialist understands data and document management issues facing this sector. Our Specialist was responsible for not only the operational implementation of an EDMS solution but also ensuring sound project management methodologies were adopted to ensure an on time/on budget delivery that met the needs of the council.

Further, Pitcher Partners team has been requested to undertake document management reviews for several local councils to ensure compliance with the new Privacy provisions.



Three main business drivers for Electronic Document Management are:

- *continuous improvement to reduce costs, improve efficiency and quality of service;*
- *improved corporate accountability, risk reduction and regulatory compliance;*
- *knowledge management and collaboration.*

For further information please contact:



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