QAI and DocPoint Solutions

YEAR END REVIEW

Wow, what a year on so many levels for each and every one of us. For most people, 2020 could not have gone away more quickly. QAI and DocPoint found the year offered a unique opportunity to evaluate the resilience of our team and really bring into question how we as a business would overcome all of the obstacles the pandemic forced us to consider. QAI and DocPoint are so grateful to the clients that continued to support us and the business partners that relied on us to advocate for them throughout the year. While our clients in some cases had a need for us to provide traditional ECM services and support, we found that we needed to embrace their unique requirements in so many different ways. Our fiscal year doesn't end until March 30, 2021 but as of right now we are having the biggest year in the history of the company. This success is attributed to several things: a loyal client base, an incredibly spirited staff, and tough leadership.

Moving forward into 2021, it's likely that the working environment will continue evolving to be consistent with our new reality for at least the first six months of the calendar year. I believe the modifications and changes we make to support this new reality will carry forward as positive adjustments for our clients' needs and the efficiency of our own business. Our client's projects have become extremely challenging due to the considerations that we are both facing for the first time. We will continue to drive our teams to effectively meet our client's requirements and expectations as they are presented to us.

Scott Swidersky
Vice President

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2020 HIGHLIGHTS

SUCCESS IN 2020, A RECORD BUSINESS YEAR

By: Scott Swidersky
Vice President

Our success in 2020 turns out not to be so genius after all. As we all found ourselves in February and March wondering what the next week would bring or what our elected officials would suggest we do as a business, QAI and DocPoint committed to the idea that the pandemic would become a year plus long reality. We realized our clients were not likely to be in their offices and that remote work forces would quickly become the new normal. These types of changes forced us to look sooner rather than later at our own business practices. We realized it would be much more difficult to pick-up material (records & documents) from our client's facilities or have face to face meetings. Our clients needed us to quickly adapt to providing our solutions and support from a remote standpoint. In the early days of the pandemic the resale side of both companies began to take off and our staff had to quickly learn and conform to all the remote working platforms (i.e. Zoom, Microsoft Teams, WebEx, and Google Meet). This immediate commitment to the new realities and our strong partner network allowed us to shift gears quickly. While we are hopeful that we will soon get to see our clients and partners face to face, the current changes to our business will ensure that our clients can continue to move forward and be successful in meeting their mission goals.

DOCPOINT SOLUTIONS WINS THE 2020 NINTEX PARTNER AWARD FOR BUSINESS EXCELLENCE FOR THE SIXTH TIME

DocPoint Solutions, Inc. (DocPoint), a Konica Minolta company specializing in solutions architecture consultation, planning and design for Microsoft® SharePoint® and its integrated suite of products, is pleased to announce it has been named a winner of the 2020 Nintex Partner Award within the Business Excellence category. DocPoint was recognized for its proven ability to accelerate the digital transformation of organizations across industries by leveraging the easy, powerful, and complete capabilities of the Nintex Process Platform.

 "We're excited to recognize DocPoint Solutions as a winner of the 2020 Nintex Partner Awards," said Nintex CEO Eric Johnson. "Thanks to channel partners, like DocPoint Solutions, more people are benefiting from valuable automation like digital forms, workflow, RPA, and eSignatures to improve business processes."

As the largest Nintex reseller and integrator worldwide, DocPoint provides customers with powerful and efficient Enterprise Content Management (ECM) solutions that include Nintex's Workflow and Forms products. DocPoint's deep knowledge of the Nintex on premise and cloud services platforms, combined with its national SharePoint practice servicing public sector and commercial customers, has led to this unparalleled achievement for both sales and service. In addition, as a Nintex certified trainer, DocPoint will develop and deliver customized in-depth training to their customers. Whether using SharePoint or Office365, customers can maximize their ECM investment while automating business processes, realizing new efficiencies, improving productivity, and streamlining collaboration.

Go to www.docpointsolutions.com/news/docpoint-solutions-wins-2020-nintex-partner-award-for-business-excellence/ to read full press release.

nintex

CREATED A ONE-STOP EDUCATIONAL RESOURCE FOR
M-19-21 REQUIREMENTS AND DIGITIZATION

By: John Burgess
Senior ECM Consultant and M 19-21 Advisor

To help you meet critical M-19-21 compliance deadlines, our teams of records management specialists created the most in-depth NARA Readiness Center in the industry. It offers you a comprehensive set of tools and critical information to help you adopt the right measures for full compliance, whether you are a Senior Agency Official for Record Management (SAORM), an Agency Records Officer, or other government employee.

From blog articles and *Industry Insight* papers to readiness tools, social media outlets and educational seminars, we wanted to help ensure that you have the information you need to make good decisions regarding the disposition of your physical records prior to NARA's December 31, 2022 deadline. These decisions may have a significant financial impact to your agency from a digitization perspective as well as from an ongoing storage and management perspective.

If you have not yet checked out our *NARA Readiness Center,* we invite you to do so today. Just go to **www.qualityassociatesinc. com/nara-compliance-readiness/**.

KICKED OFF OUR **LIVE! EDUCATIONAL SEMINAR SERIES** ON M-19-21 COMPLIANCE

By: John Burgess
Senior ECM Consultant and M 19-21 Advisor

With the initiation of our LIVE! M-19-21 Educational Seminar series last December, we invited both federal agency and private industry leaders in data management and record management compliance to present on a wide range of topics from NARA's road map for M-19-21 implementation to records management regulations to resource requirements, digital modernization and more.

The series garnered unprecedented attendance totaling nearly 3,000 registrations across the four separate learning seminars, and on-demand videos are still available from the events.

So, join the ranks to learn more about M-19-21 requirements and the challenges and opportunities that come with the government's push to paperless records management. Simply go to our NARA Readiness Center where videos from the full line-up of M-19-21 experts are posted **www.qualityassociatesinc.com/nara-compliance-readiness/live-educational-seminars/**.

LAUNCHED A COMPREHENSIVE APPROACH TO ACCELERATE COMPLIANCE FOR A PAPERLESS GOVERNMENT OF THE FUTURE

EDGE 22

Educate. Document. Generate. Execute.

"The *EDGE22* launch is a result of continually listening to our customers and reviewing government mandates to provide services that keep up with the ever-changing needs of the federal government," said Scott Swidersky, QAI President and Konica Minolta's Vice President of ECM. "As a full-service solution, federal agencies can one, integrate compliance requirements and existing capabilities into a modern digital strategy, and two, understand the practical issues and pitfalls associated with information management change."

Leveraging QAI's unprecedented experience in the industry and understanding of M-19-21 requirements, *EDGE22* incorporates two powerful features, including its four-factor strategic framework and three-phase methodology that provides:

Assistance for:
• Records program review and inspection
• Records management training for small agencies
• Streamlined records schedules

Digitization guidance to:
• Create standards for electronic records implementation
• Develop success criteria
• Define terms
• Obtain storage exceptions

Advocacy to:
• Foster collaborative environment
• Improve exposure to executive and senior staff
• Support agency-wide electronic records shared solutions
• Define funding strategies

To learn more about *EDGE22*, visit **www. qualityassociatesinc.com/nara-compliance-readiness/nara-m-19-21-readiness-solutions/**.

DOCPOINT BECOMES U.S. BASED DISTRIBUTOR OF SHAREGATE PRODUCTS

By: Tiffani Mitchell
Sr. ECM Account Manager

To help you meet critical M-19-21 compliance deadlines, our teams of records ShareGate simplifies migration and management tasks for SharePoint, Office365, File Shares and OneDrive for Business for thousands of administrators and IT professionals around the world. A privately held company based in Montreal Quebec, ShareGate has been trusted by more than 10,000 organizations and their users for more than a decade. As a leader in its industry, ShareGate is recognized by its simple yet effective motto: "innovate and keep things simple & fun."

We at DocPoint understand that true business growth requires access to meaningful, tangible business infrastructure as well as the tools and resources necessary to achieve those goals. As your US based ShareGate distributor, our knowledgeable staff will ensure every configuration is accurately provided with all the necessary details and accurate formal quotes. Everyone at DocPoint is committed to being a driving force in your success. As a Partner you will have access to one of the software industry's most robust product lines and a portfolio of services specifically designed to build, maintain and grow your business with your clientele.

Building loyalty by supporting the needs of our ShareGate resellers

DocPoint Solutions continuously strives to provide world-class customer support and will address all requests from our resellers in order to find opportunities to improve the quality of our services.

Our customer service team can be contacted by email, phone, or live chat:

Phone: 301.490.7725
Email: sharegate@docpointsolutions.com

ShareGate:

QA CONSULTANCY HAS NEW LEADERSHIP

By: Dan Carey
Director, Quality Assurance Consultancy

In June, there was a change of leadership with the GLP Consultancy group of Quality Associates, Inc. Thirty four years since founding the company, Paul Swidersky, the founder and former president of Quality Associates has retired. Though it has been gradual and is still an ongoing process, Paul's duties are transferring to Dan Carey, a long term employee with over 25 years' experience with QAI.

Prior to taking on this role, Dan was a Senior Consultant, Archivist and Radiation Safety Officer. Dan and Paul frequently worked together on large projects and proposals. Though retired, Paul continues to contribute his industry knowledge and wisdom as a consultant. We wish Paul well in his retirement, but are glad he hasn't completely disappeared from our team.

No review of the past year would be complete without a COVID-19 pandemic reference. Throughout the pandemic, we were able to come to the office and continue working. We were able to support all of our existing customers while gaining several new ones. Like many, to accomplish much of what we do, we became experts at Zoom, Microsoft Teams and other remote conferencing tools. We also began the process of securing additional space to expand our commercial archive.

Though 2020 was filled with challenges, we were able to continue providing the excellent services our customers have come to expect. We look forward to carrying the momentum from 2020 through 2021 and beyond.

Check out our newly updated site at **www.qualityassociatesqa.com** to learn more.

QUALITY ASSURANCE CONSULTANCY
A DIVISION OF QUALITY ASSOCIATES, INC.
A KONICA MINOLTA COMPANY

# SETTLING INTO OUR NEW COVID-19 SAFE LOCATION

By: Scott Swidersky
Vice President

It was critical that our new facility be a safe work environment for our staff. In order to achieve this goal, our business quickly modified numerous aspects of the facility. A Site Safety Leader was identified to carry out these changes. QAI and DocPoint adhered to Konica Minolta's plans for safe work environments and quickly introduced the Return to Work solution for all employees. The images below help to illustrate the changes that have gone into place to meet our safe work environment.

These facility updates include:

- Industrial air purification devices
- Required mask policies
- New office furniture that enable social distancing
- Hand sanitation stations throughout the facilities
- Providing personal protective equipment for all staff

- Social distancing policies
- Displaying signage in high traffic areas describing our safety policies
- Adopting our return to work application—screening every employee everyday
- Mandatory temperature taking process
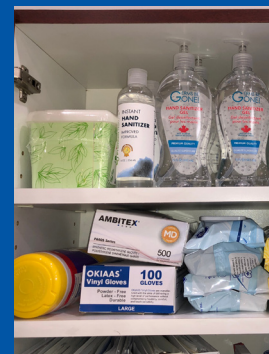
WHAT WE HAVE LEARNED THIS YEAR

HOW COVID-19 HAS CHANGED THE INDUSTRY
By: John Mancini

According to the industry association AIIM, *"Digital Transformation is more than conventional change. Digital Transformation is about doing things differently—and doing different things as well. And different not just for the sake of being different, but in support of the key strategic objectives facing every organization in the age of digital disruption ... However, a rising tide of information chaos and confusion imperils the Digital Transformation journeys of many organizations. The volume, velocity, and variety of information that most organizations need to manage, store, and protect now exceeds their ability to even marginally keep pace."*

This was written before COVID-19 changed everything; COVID-19 has put a dramatic exclamation point on the need for Digital Transformation and the critical role that information management plays as a precursor to Transformation. COVID-19 has demonstrated that organizations without a commitment to digitization — without a commitment to providing a secure and accessible document and information infrastructure to their employees, no matter the device or location — will be left in the past. This journey to Digital Transformation needs to start somewhere, and for most organizations that somewhere will be through a focus on the document and by addressing the rising tide of information chaos. Digitization of the huge volumes of information already present in the organization and the new information coming into the organization in increasing waves must be a strategic business priority in the COVID-19 era — and beyond.
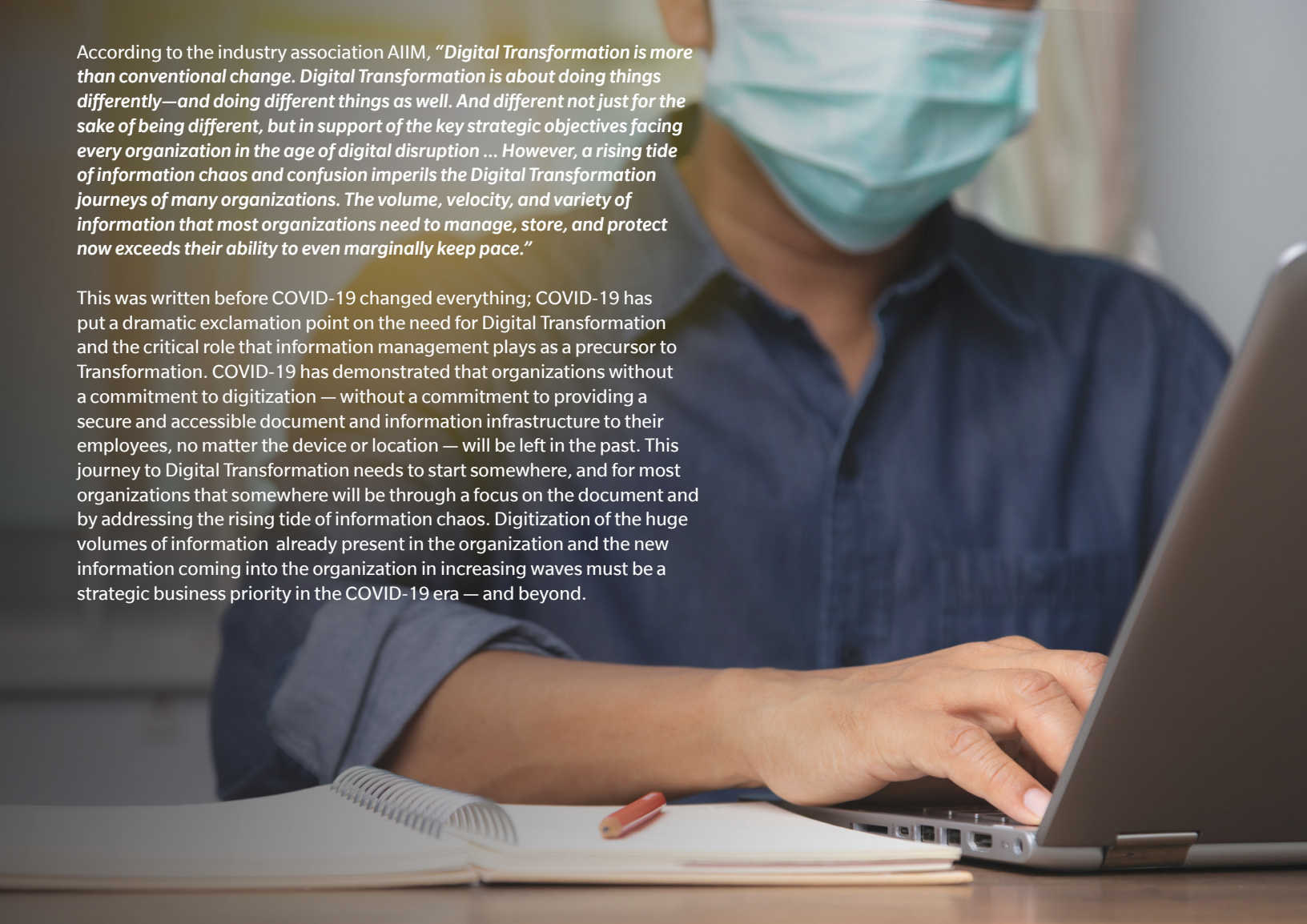
TECHNOLOGY IN THE NEW DECADE

COGNITIVE TECHNOLOGY
By: John Mancini

The manual processes and paper documents that we've grown to know and love (?)—or at least have grown comfortable with (!)—must change; the old ways will no longer suffice. We are on the cusp of a dramatic inflection point in both the volume and variety of information that must be managed—creating new records management challenges—and in the technologies that can potentially be used to automate this process—creating new records management opportunities. These technologies include:

1. **THE INTERNET OF THINGS**
   the billions of physical connected devices that are now collecting and sharing data,

2. **ROBOTIC PROCESS AUTOMATION**
   allowing software "bots" to automate manual processes,

3. **MACHINE LEARNING**
   algorithms that use experiences to autonomously improve decisions,

4. **ARTIFICIAL INTELLIGENCE**
   teaching machines to learn and solve problems.

Toward the latter part of 2020, NARA's new white paper on Cognitive Technologies—Records Management Implications for Internet of Things, Robotic Process Automation, Machine Learning, and Artificial Intelligence raised the bar on the importance of understanding these technologies and including them in agency information management strategies. The report concludes that cognitive technologies "may impact existing policies and agency standards, such as ensuring records management controls requirements for electronic information systems, and ensuring they adequately maintain the authenticity and integrity of records."

FEDERAL AGENCIES DIGITAL GUIDELINES INITIATIVE

FADGI GUIDELINES AND COMPLIANCE
By: Michael Pitts, *Senior Director*

In 2007 the federal government agencies began a collaborative effort to articulate "common sustainable set of technical guidelines, methods, and practices for digitized and born digital historical, archival and cultural content." This effort led to the creation of FADGI (Federal Agencies Digital Guidelines Initiative) standards—a four-star ranking system for image quality. Higher star ratings relate to better and more consistent image quality, but can increase overall production costs.

If you are planning to digitize a collection of records you will probably be asking yourself if FADGI compliance is a true requirement. If the collection will stay local or be uploaded to your digital content management solution for the ease of search and retrieval, you may never have to worry about FADGI compliance.

If the collection has any chance of being transferred to the National Archives or the Library of Congress, then yes, it would be in your best interest to have a solution in place that meets the respective FADGI requirements.

Check out the full report on FADGI Guidelines and Compliance at www.qualityassociatesinc.com/wp-content/uploads/2021/01/AsktheExpert-FADGI-Jan2021.pdf

FA DGI

ONE STAR - Should only be considered informational, in that images are not of a sufficient quality to be useful for optical character recognition or other information processing techniques. One-star imaging is appropriate for applications where the intent is to provide a reference to locate the original, or the intent is textual only with no repurposing of the content.

TWO STAR - Appropriate where there is no reasonable need or expectation of achieving three or four star performance. These images will have informational value only, and may or may not be suitable for Optical Character Recognition (OCR).

THREE STAR - A very good professional image capable of serving almost all use cases. This includes being suitable for OCR as well as for reprint on the best commercially available printers.

FOUR STAR - Images created to a four-star level represent the state-of-the-art in image capture and are suitable for almost any use.

LOOKING FORWARD

PREPARING FOR THE YEAR AHEAD

By: Scott Swidersky, *Vice President*

The COVID-19 pandemic has been a life-changing event for all our businesses and agencies. It has left businesses and agencies scrambling to pivot, while others have been forced to shut down entirely. If businesses have learned anything throughout 2020, it is that major changes could happen anytime and being well prepared is a crucial aspect for survival.

The question that remains at the forefront of every business leaders' mind is: *How do I keep my business on track or even afloat in 2021?*

Now that 2020 has come to a close, here are five ways for businesses to prepare for what lies ahead in 2021:

1. Embracing Flexible Work

Remote working is here to stay

2. Level Up Communication

Everyone can agree that communication is the key to success. Whether you're having a meeting or pitching an idea, communication is at the forefront of the workplace. However, the pandemic has effectively made large face-to-face meetings unfeasible. Working from home—at least on some days—is here to stay, and businesses need to be able to find a way to effectively engage with their employees remotely.

This could mean improving internal communications strategies to prioritize employee relations, or encouraging continuous engagement. Employers should also frequently communicate with their staff virtually through video-conferencing and online messaging. Employers could also consider investing in online tools and technologies to boost staff productivity and efficiency.

3. Strengthen Customer Partnerships

All businesses have clients that they need to serve, and the pandemic has forced a re-thinking of what client care means. COVID-19 has overwhelmed lives and livelihoods around the globe, bringing about pervasive uncertainty, and a sustained attention to health. This has also led to a different way in which clients interact with businesses and vice-versa. Thus, companies have to understand consumer trends and patterns that will endure in the long term. To begin with, health and wellbeing is an immediate concern, and it is important for businesses, especially ones requiring face to face interaction, to build that into their customer experience.

For example, many businesses have implemented contactless commerce solutions to promote safety throughout their physical locations—a move critical for putting their customers at ease.

4. Digital Transformation Is Already Here

Although "digital transformation" has been a buzzword for the past few years, COVID-19 has sped up the process significantly. To survive and thrive in the post-pandemic world, businesses have to constantly stay atop technological trends, or at least, move online.

This is evident from the wave of home-based online businesses that have boomed during the pandemic. From **home bakers** to **collagen sou**p, enterprising individuals have capitalized on the digital shift to market their products, and have been extremely successful in doing so.

The pandemic has also accelerated the **growth of online-based services**, such as telemedicine, which saw a spike in demand since COVID-19 hit. On the flip side, businesses that have failed to move online quickly have struggled, and will continue to struggle, to maintain their client base.

5. Researching the Future

If there's one thing businesses and individuals have learned from the events of 2020, it is that a detailed plan to mitigate crises is critical to their success. In the event of a crisis, immediate action is what's required to protect mid- and long-term results. To be able to do so, organizations require a plan that addresses: employee well-being, brand reputation, financial management, supply chain availability and customer satisfaction. As a start, businesses can begin to review what they have had to do to survive in 2020— what worked and what did not, and what business leaders can do differently. Looking at how competitors are reacting and pivoting can also be a good way to glean insights on how the industry might change, and how to adapt the business to take advantage of the changes.

Another strategy can be to relook at professional training, ensuring that employees are better positioned to take on new roles and responsibilities as the business adapts to change.

6. The Road to Recovery

It has been a challenging year for businesses, but the only way to move forward is to transform your business practices to be ready for any future challenges that might occur.