

Electronic Document Management System and Services: in Digital Perspectives

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Abstract

The term 'digital' has changed the whole scenario of systems and services. The traditional way of system and services of documents delivery and management is not in much better condition. And this is the need of the society that there must be some other type of service which can fulfill users demand as and when it is required. The society is now capable and almost they are now using the services of digital equipments. So the delivery of documents in electronic way is the present day demand of users of libraries. Not only libraries but also the whole society is moving towards this. Everyone organizes their documents, emails, scans, electronic faxes, graphics etc. in their own way and whether or not they use document management system. This paper mainly deals with the concept, situation and new technologies regarding to Electronic Document Management System (EDMS).

Keywords: Digital Archiving, Digital Preservation, Content Management, Digital Assets Management.

1. Introduction

All the Organizations, Institutions, Universities and colleges seek knowledge. And this knowledge is being gathered and stored by its users. Users are always trying to find out the quality knowledge by that Organizations, Institutions, Universities and colleges. And this is not possible without access all resources of knowledge that is held by these institutions. this knowledge can be captured and hold by these institutions in mainly three form⁽¹⁾:

- Paper- Traditional Information
- Electronic-Modern Information
- Tacit-Employee Knowledge

This knowledge is being hold by Organizations and Institutions and it seems to be complex, expensive, hard to manage and index documents. For easiest handling of documents, one should adopt Document Management System. And when this management is done in electronic or in digital way, it is called Electronic Document Management System (EDMS). Electronic Document Management system is a software program that manages the creation, storage and control of document electronically. The primary function of an EDMS is to manage electronic information within an organization workflow. A basic EDMS should include document management, workflow, text retrieval, and imaging. An EDMS must be capable of providing secure access, maintaining the context and executing disposition instructions for all records on the system⁽³⁾.

Electronic Document Management (EDM) applications are designed to capture all information held by an organization and institution and make it accessible to the end user whether it is paper, electronic or tacit. EDM is the evolution of information management that extends to include all forms of knowledge. EDM can now store and index disparate knowledge that is stored in documents images, spreadsheets, other file formats and the biggest one; email.

An EDM system is related to online repository and makes documents easier for users to locate and retrieve. EDMS facilitates collaboration by allowing all parties to simultaneously locate and use the most recent version of an electronic document. The system also supports a wide variety of document and data formats.

2. Purpose of EDMS ⁽²⁾:

1. Secure environment for document storage;
2. Immediate web based access to documents by authorized personnel from any location;
3. Multiple users can access the same document simultaneously, at anytime;
4. Management of versions of documents to minimize inconsistency and redundancy;
5. Increased speed of storing, retrieving and modifying documents;
6. Reduction of paper, space and staffing requirements associated with paper filing systems.

3. Basic Component of EDMS ⁽⁴⁾:

The main components regarding electronic documents management system are as follows:

- a) **Document repository:** This should be in central location from where user can retrieve documents easily.
- b) **Check-in and check-out:** Allow only one user to edit a document at a time.
- c) **Version control and auditing:** To keep document up-to-date, versioning is essential.
- d) **Classification and indexing:** Use metadata to classify and index documents for searching and retrieving.
- e) **Search and retrieval:** Retrieval of documents in EDMS is quite complex and powerful.
- f) **Security:** In EDMS, Document security is vital. Compliance requirements for certain documents can be quite complex depending upon the type of documents.
- g) **Integration:** EDMS attempts to integrate directly into other applications, so that users may retrieve existing documents directly from the document management system repository. Integration often uses open standards such as ODMA, LDAP, WebDAV and SOAP to allow integration with other software and compliance with internal controls ⁽⁵⁾.
- h) **Workflow:** Workflow is a complex process and EDMS should have built-in workflow module.
- i) **Collaboration:** Collaboration in EDMS is important and this should be retrieve by and with an authorized user.
- j) **Archiving:** Archiving is must for good EDMS.
- k) **Imaging:** The process of creating an electronic copy of a document ⁽⁸⁾
- l) **Records management:** Use to electronically capture, index, burst, distribute and store system-generated report/documents ⁽⁸⁾
- m) **Reproduction**

4. Standardization in EDMS ⁽⁶⁾:

- ISO 2709 Information and documentation — Format for information exchange
- ISO 15836 Information and documentation — The Dublin Core metadata element set
- ISO 15489 Information and documentation — Records management
- ISO 21127 Information and documentation — A reference ontology for the interchange of cultural heritage information
- ISO 23950 Information and documentation — Information retrieval (Z39.50) — Application service definition and protocol specification
- ISO 10244 Document management — Business process base lining and analysis
- ISO 32000 Document management — Portable document format

5. EDMS software ⁽⁷⁾:

The top most 20 popular EDMS software on the behalf of customers, users and social presence are given below:

- | | |
|-----------------|------------------|
| 1. eFileCabinet | 11. Contentverse |
| 2. Alfresco one | 12. LogicalDoc |
| 3. DocSTAR | 13. Adept |
| 4. Asite | 14. Daminion |
| 5. Ademero | 15. Aqiloft |
| 6. OfficeGemini | 16. iDocs Suite |
| 7. SmartFile | 17. FileHold |
| 8. Filedepot | 18. EOS |
| 9. SmartVault | 19. DocuXplorer |
| 10. WebMerge | 20. Doccept |

Among these **20 software**, ⁽⁷⁾

The top 3 software are as follows according to its **customers**:

1. eFileCabinet (total 12.9k customers)
2. docSTAR (8.25k customers)
3. OfficeGemini (5.4k customers)

The top 3 s/w are as follows according to its **users**:

1. Alfresco One (1.1m)
2. Ademero (211k)
3. Asite (200k)

The top 3 s/w are as follows according to its **social media** followers:

Facebook followers:

1. Daminion (16.8k)
2. iDocs Suite (11.8k)
3. Alfresco One (7.44k)

Twitter followers:

1. Alfresco One (11.6k)
2. eFileCabinet (4.22k)
3. LogicalDoc (2.11k)

LinkedIn followers:

1. Alfresco One (7.62k)
2. eFileCabinet (1.16k)
3. Asite (1.11k)

6. EDMS Provider ⁽⁹⁾:

There are some companies which provide online EDMS services to their client. In the given table, I would like to write the web address of EDMS service provider companies. Have a look:

| | | |
|----|-----------------------------|---|
| 1. | Mayan EDMS | http://www.mayan-edms.com/ |
| 2. | Synergis software | http://www.synergissoftware.com/ |
| 3. | Maxxvault | http://www.maxxvault.com/ |
| 4. | OpenKM knowledge Management | http://www.openkm.com/ |
| 5. | DocSTAR | http://www.docstar.com/ |
| 6. | Master Control | http://www.mastercontrol.com/ |

7. Why EDMS for Libraries/documentation centre/Information Centre?

Following reasons were observed in this regard:

1. Accurate record retrieval which improve customer services
2. Increase security and access control to sensitive documents
3. No chance for misfiling documents
4. Better version control
5. Collaboration among different stakeholders
6. EDMS remove the need to distribute content via email and improve control over regulated content
7. Increase documents security and control
8. Better backup
9. Cost-effective
10. Maintain compliance with HIPPA and Cyber Security

8. Conclusion

For the security and control of the documents, Electronic Document Management System (EDMS) is important for different stakeholder. EDMS not only provides prompt and accurate information to the right user, but also a cost-effective mechanism system. Only one person is sufficient for its mechanism. So it's save the skilled efforts of other personnel which can be utilized in other work of library or documentation centre or information centre. EDMS is actually works for better means of accurate retrieval of documents. If more than one library will accept this service in this electronic age i.e. digital age, they will definitely work better rather than by their traditional services. In this paper, we have seen that a lot of software are also available for better EDMS. So to save time in retrieval, to save time in document processing, to save cost, to save manual manipulation, to save broader search, one should adopt electronic document management systems and services in this present digital age.

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