

Information Management

Information Management By-the-Numbers

- High-level executive employees spend up to **one third of the day** searching for information (Delphi Group).
- **60%** of employees spend **an hour every day** duplicating the information of their colleagues (KPMG).

Assuming just one employee with a yearly salary of \$50,000, the annual cost of this is more than **\$6000**. Assuming that a small/mid-sized company employs 15 knowledge workers, **the annual cost approaches \$100,000**.

- **68%** of white collar employees wish they could spend less time organizing information and more time utilizing it, **40%** indicate an inability to handle future increases in information flow (Lexis-Nexis).
- **71%** of knowledge workers agree that it is easier to locate "knowledge" on the web than to find it within their internal systems (AIIM).
- **Up to 58%** of employees agree that valuable mistakes are made in their organization because the needed knowledge was not in the right place at the right time (Swaak, et al.)



MicroWorks has over 25 years of experience in the private, public, and not-for-profit sectors.

We offer IT strategy development, solutions for information workers, and infrastructure services and support. As a Microsoft Gold Certified Partner, we have extensive experience with products like SharePoint, CRM and PerformancePoint.

Using an ISO-compliant project framework, we define your **requirements**; **design** the solution; **implement** the design; and provide ongoing **support** as you adopt the new system. You are in control throughout the project, approving work in each phase.

Your information is one of your most important assets. If you would like to improve your information management practices, call us today, or email us at TalkToMe@MicroWorks.ca.

How to Improve Information Management

1. Develop a corporate IM strategy, supported by policies and an IM framework.
2. Train and involve staff to ensure understanding, acceptance and adoption of those policies.
3. Encourage a corporate culture of information sharing, while ensuring adequate security and access control.
4. Understand that information must be managed throughout its life cycle (from creation to disposal).
5. Assign responsibility for managing information through its life cycle.
6. Develop retention schedules to ensure that documents are kept only as long as they have value to the organization.
7. Don't create multiple copies of information. Share information from a central location.
8. Get past the format of information and think about content. An email may be an important corporate record.
9. Develop systems to standardize the way you describe your information, to improve search and retrieval.
10. Develop enterprise search capability to find information across different information stores.



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