

# DIGITAL TRANSFORMATION SERVICES

Drive Your Digital Transformation with Crown Records Management

From increased visibility to enhanced privacy, the benefits of performing a digital transformation are clear for all to see. Information management solutions provide the platform for organisations to digitise their core business processes such as accounts payable and procurement, enable more efficient remote working, and create a more sustainable corporate presence.

Crown has been helping organisations manage increasingly larger quantities of data and physical files for over 50 years. Today, Crown is with businesses on every step of their digital transformation journey.



## Understand - The Business Process Review

To deliver an effective digital transformation, businesses need to understand their current state and goals and plot a route between them. Crown's Business Process Review (BPR) looks at every step of an organisation's current processes, workflows, IT systems, compliance requirements, and business needs.

By establishing a benchmark of current time taken, costs incurred, and any quality or process issues, Crown's experienced consulting team can put together a detailed business case to implement digital transformation within the business.

## Key Benefits of Going Digital



### Increased control and visibility

Over documents, data, and processes



### Enhanced productivity

Of staff, processes, and business departments



### Strengthened Compliance

In areas such as GDPR and industry-specific regulations



### Smarter remote working

Increased collaboration and access to digital documents



### Intelligent Automation

Reducing the reliance on paper and people in core business processes

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## Deploy - Software and Services

Crown brings a portfolio of Enterprise Content Management (ECM) solutions to the table to execute the digital transformation vision and plan created by the Business Process Review. Combining tools to manage digital content, scan paper-based documents, and automate complex workflows, ECM solutions provide a robust and secure platform to digitise traditional business processes like HR, Accounts Payable or Procurement.

ECM can integrate into several third-party applications such as CRM, ERP, and HR systems to provide a complete view of all information across the business. Digital transformation is not about replacing existing IT investment — but getting the best from what is already in place by smarter integration, intelligent automation, and more transparent reporting and visibility.

## Core Uses for Going Digital

Going digital is frequently driven by specific business requirements. Below we detail five common areas within the business that fuel a digital transformation project.



### Accounts Payable

Crown allows organisations to revolutionise their Accounts Payable (AP) processing — removing the paper, eliminating manual steps, and delivering complete visibility into every step of the automated AP process.



### Procurement

Procurement teams play a significant and strategic role in corporate growth; digital transformation is a critical enabler in that change. Crown helps organisations enhance speed, control and efficiency across their supplier base, while also delivering strengthened compliance and increased visibility into the overall value chain.



### HR Employee File Management & Onboarding

Employee onboarding is a document-intensive process that requires careful management and the highest levels of privacy and security. Crown enables businesses to deliver digital onboarding experiences that remove the need for copious paper-based forms and provide clear visibility for new employees and HR staff alike. Digital onboarding feeds directly into ECM-driven file management which provides the highest security and compliance for employee records.



### Remote Working

Crown's digital transformation solutions enable companies to provide employees, suppliers, and partners access to all relevant documents, processes, and systems using tools specifically designed for remote work via web browsers and mobile devices.



### Sustainability

Digital transformation has a vital role for companies looking to drive more sustainable business operations. From digital-enabled remote working, which reduce commute-related emissions, to the elimination of paper-based processes and storage, Crown is helping organisations create the perfect balance of business effectiveness and corporate sustainability.

## More resources

- [A Guide to Going Digital \(eBook\)](#)
- [Digital Transformation: The Hard Truths \(eBook\)](#)
- [Digital Transformation Insight](#)

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