

## Contents

1. **Overview of the Administration and Support Services**
2. **Productivity Challenges of the Administration and Support in Singapore**
3. **Enablers and Disruptive Technologies to boost Productivity in the Administration and Support Services**
4. **Conclusion and Possible Immediate Actions for Productivity Improvements**

### Case Study

- *Singapore – Zingrills Holdings Pte Ltd*
- *Global – Marshall Dennehey Warner Coleman & Goggin*

### Recommended Readings

### References

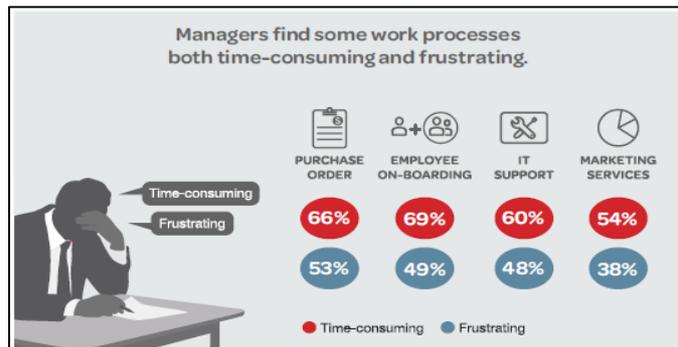
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## Productivity in Administration and Support Services

### 1. Overview of the Administration and Support Services

In many companies, various levels of administration are working with slower methods of productivity while other functions in the company have been provided with the power of connected technologies. The result causes a productivity drain on performance for the administration and support functions. This may drain the enthusiasm of talented employees who recognise that more can be achieved if practices can move past manual techniques like spreadsheets, emails and phone calls. Figure 1 shows the percentage of managers finding the key administrative functions time consuming and frustrating. Four of every five managers believe these routine work processes create significant delays. Most managers feel the work processes consume too much time. Over 50 percent classify them as frustrating.



**Figure 1: Managers are dissatisfied with work processes today**

Source:

<https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/sn-state-of-work-report.pdf>

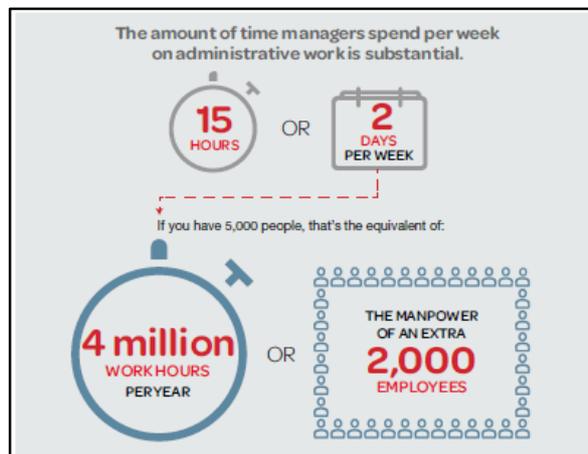
How much productivity is lost when traditional methods for mundane administrative tasks that has yet to be “consumerised”? 915 US and UK managers responded to a survey about how business impacts the administrative workload. Responses came from managers of all working age groups and various company sizes, industries and business functions. Specific questions included:

- Processes used for administrative tasks.
- How much time they spent on those tasks.
- How well the processes worked.
- What they would like to see changed.

## Survey Highlights

Managers say administrative tasks average two days a week, leaving an unsatisfactory amount of time for strategic work. Figure 2 shows that the amount of time managers spend on administrative work is substantial. Nine of ten managers attributed productivity impact to the efficiency of other departments when providing routine work processes such as:

- IT support
- Delivery of marketing services
- Onboarding employees
- Issuing purchase orders



**Figure 2: Today's State of Work: The Productivity Drain.**

Source : <https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/sn-state-of-work-report.pdf>

Eight out of ten companies, whether large or small, use unstructured manual tools to drive routine work processes. Examples include:

- Spreadsheets
- Email
- Personal visits

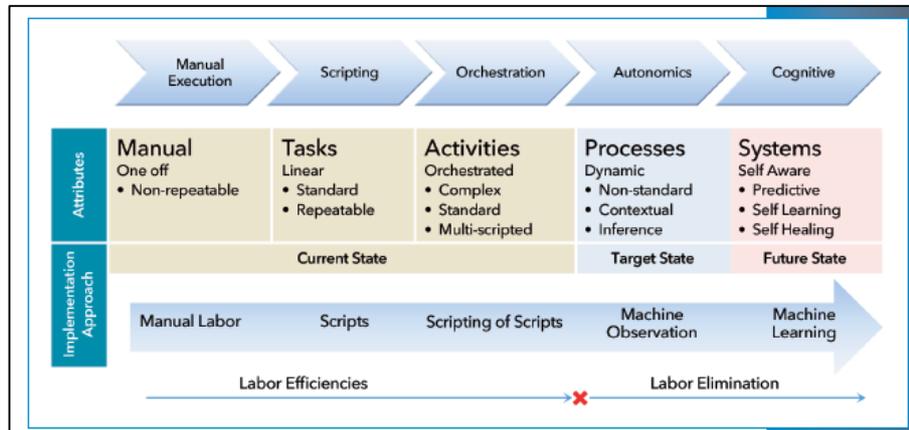
Three of every four managers would like to be able to use self-service support processes, such as easy to use Amazon or FedEx. Four major areas of concern impact business due to inefficient work processes:

1. Work activities that depend on administrative processes are delayed because of slow processing.
2. There is less time for strategic work because of significant administrative workloads.
3. Manual formats like emails and spreadsheets and emails increase mistakes.
4. Company productivity is inhibited when unstructured, manual tools are used.

## 2. Challenges of the Administration and Support Services.

### 2.1 Administrative Trends in the Workplace

Workplace trends are changing with the introduction and implementation of new technologies. Figure 3 shows the evolution of automation.



**Figure 3: Evolution of Automation**

Source: <http://www.irpanetwork.com/wp-content/uploads/2015/05/Robotic-Process-Automation-June2015.pdf>

Administrative professionals face new challenges with modified duties. Implementing new software and hardware is accompanied by the task of teaching how to use it to others in the company. Prospective senior administrators must be ready, willing and able to be:

1. Flexible in their position.
2. Comfortable working in a collaborative workspace.
3. Trained in new programs.

The Alternative Board shared the results of a survey conducted in July 2015. The cloud offers small businesses, whose teams are typically in the field rather than a central office, the opportunity to quickly share documents and collaborate. Managing servers are not needed. Applications protection and flexibility are provided by the cloud. Just 7 percent of the entrepreneurs responding to the survey intend to decrease their cloud spending, while 33 percent plan to increase their budget for the cloud.

## 2.2 Job Crisis Caused by Technology

According to a 2016 Brookings Institute report, technological disruption may create a significant loss of jobs between 2015 and 2020. The World Economic Forum's survey results released in January 2016 have similar figures, announcing 5 million jobs lost because of robotics and automation for that period of time. Most of the at-risk positions are administrative and office roles. How can you equip yourself with new technologies to remain relevant? Keep abreast of what these technologies are and expand your capabilities by learning to use them. We will now move on to explore some of these technologies.

## 3. Enablers & Disruptive Technologies Boost the Services's Productivity

### 3.1 Digttech Systems and Administration Productivity

Digttech Systems help administration increase productivity with Forms Magic (FM) technology, a component of its scanning and indexing software PaperVision® Capture. It is designed to deliver accurate document recognition, classification and data extraction.

Based on the premise that information is the heart of business processes, the new capabilities are:

1. Improve efficiency.
2. Lower the cost of ECM (Enterprise Content Management).
3. Tighten information control.

FM Technology does not require a custom code or complex configuration. Users can quickly implement PaperVision® Forms Magic to:

1. Turn vulnerable paper records into electronic files guarded by encryption, system security layers, and user login.
2. Improve document accessibility with proper classification.
3. Populate index terms used to locate documents by extracting critical data from electronic files and paper documents.

Figure 4 shows how PaperVision® Forms Magic technology works.

## 3.2 Disruptive Ways to Streamline Work and Productivity

### 3.2.1 Human Resources (HR) benefits from technology-led transformation with:

Deloitte in CIO Journal (Source: <http://deloitte.wsj.com/cio/2015/12/23/10-disruptive-hr-technology-trends-for-2016/>) reported 10 disruptive HR technology trends for 2016. A summary is listed below:

1. Tools that help IT leaders engage and manage in-house talent.
2. Opportunities for effective HR- IT partnerships, including technology integration advice and vendor selection.
3. The continued growth of predictive analytics is heightened by:

#### a. Guidance as HR technology platform becomes mobile.

Mobile technologies such as smartphone and apps could support basic HR functions through time sheets and expense reports submission. In addition, many Enterprise Resource Planning (ERP) service providers now provide end-to-end talent management solutions to meet increasing demands of large and complex organisations.

#### b. Redefined HR functions with “built for the cloud” technology.

Cloud-based solutions for a range of core HR activities such as payroll, recruitment, learning and employee engagement are emerging, which are user-friendly, inexpensive and available on mobile platforms.

#### c. Software categories covering areas like feedback, culture management, and engagement.

New software tools for soliciting real-time employee feedback, accessing culture, monitoring engagement and managing employee performance enable quick response to employees' issues, needs and suggestions. The traditional year-end performance management practices are being replaced with more agile, real-time and feedback-driven processes and there is opportunity for technology solutions to be created to support these redesigned processes.

## PaperVision® Forms Magic Technology

What if you could "magically" *classify* forms and *extract* the data you need?



### Eliminate manual steps



**29% of businesses are processing more than 1,000 forms per day (250,000 per year)**  
- AIRM, 2012



**88% of businesses scan forms, but only 32% do text recognition.**  
- AIRM, 2012



**55% of all forms are hand keyed**  
- AIRM, 2012

The Forms Magic technology (FM technology) automatically classifies documents into types and extracts critical data to speed business processes and help you make better decisions.

**ECMNOW! takes you from manual to automatic.**



**EFFICIENCY**  
Identify and classify.



**CONTROL**  
Classification accuracy ensures control.



**MONEY**  
Data extraction saves money.

**EFFICIENCY**

“ PaperVision Forms Magic has streamlined our client’s information management services. Sorting through documents prior to scanning is no longer required, and the system automatically extracts all the data needed. As a result, **business moves faster and more effectively**. The system is great! ”



**Bruce Rector**  
President  
ManiHunt Systems Corp.



Customers of the FM technology have averaged **classification accuracy above 90%**, resulting in less time spent manually reviewing and resorting documents.

**MONEY**

“ PaperVision Forms Magic has revolutionized our AP processes! We’ve been able to **cut our invoice processing time by over 75%**. ”

MSI saves more than \$676,000 annually!



**Jason Sojka**  
Network and Computer Systems Manager  
MSI Mail Builder

**Capture anything**



**send it anywhere**



**on any device.**



Visit [DigitechSystems.com/products/papervision-forms-magic-technology/](http://DigitechSystems.com/products/papervision-forms-magic-technology/)



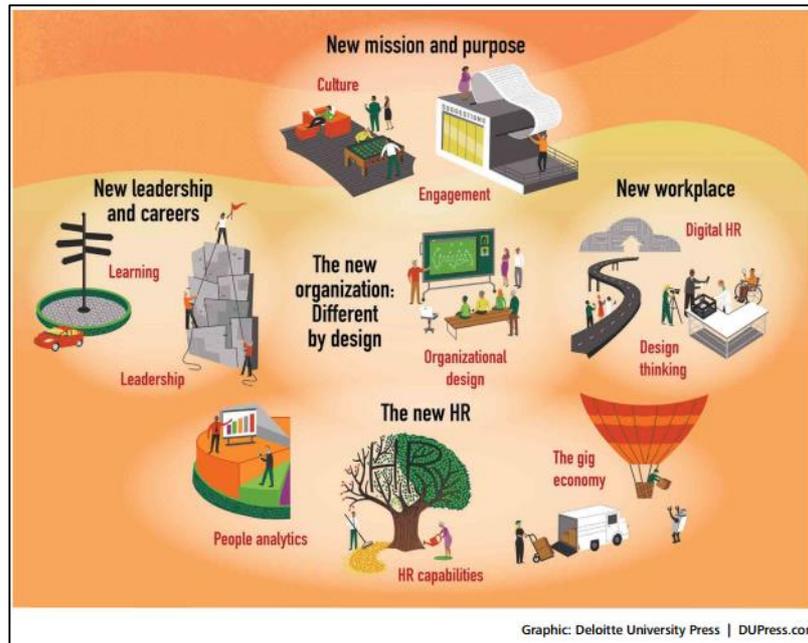


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**Figure 4: Forms Magic (FM) technology - PaperVision® Capture by Digitech Systems**

Source: <http://www.digitechsystems.com/products/papervision-forms-magic-technology/>

Predictive analytics is likely to become one of the most important features in HR technology platforms over the next several years such as ability to identify “toxic” employees, recommend training, predict attrition and unplanned absences, and highlight the promotions and transfers most likely to produce high-performing employees. The number of employees using HR tools and the duration and frequency of their usage will become important measures of engagement and effectiveness. Figure 5 shows the 2016 Global Human Capital Trends research identified 10 important trends.



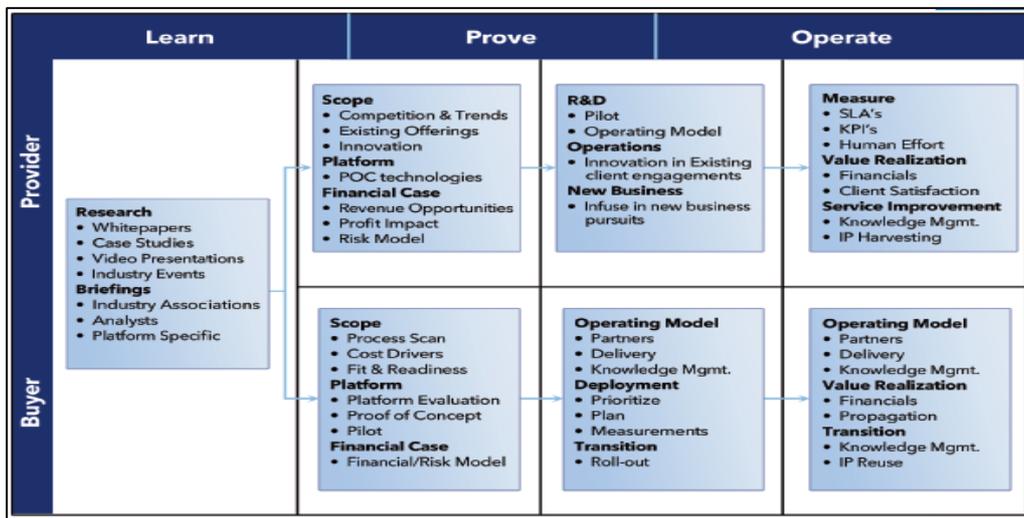
**Figure 5: The 2016 Global Human Capital Trends research identified 10 important trends**  
Source: <http://www2.deloitte.com/us/en/pages/human-capital/articles/introduction-human-capital-trends.html>

### 3.2.2 Robotic Process Automation Adds Value in Rapid Time

Swift applications and advantages are benefits of robotic processes, including:

- IT support and management.
- Increased customer satisfaction.
- Higher employee productivity and increased efficiency.
- Improved accuracy and data analytics.

Figure 6 shows the roadmap for successful robotic process automation.

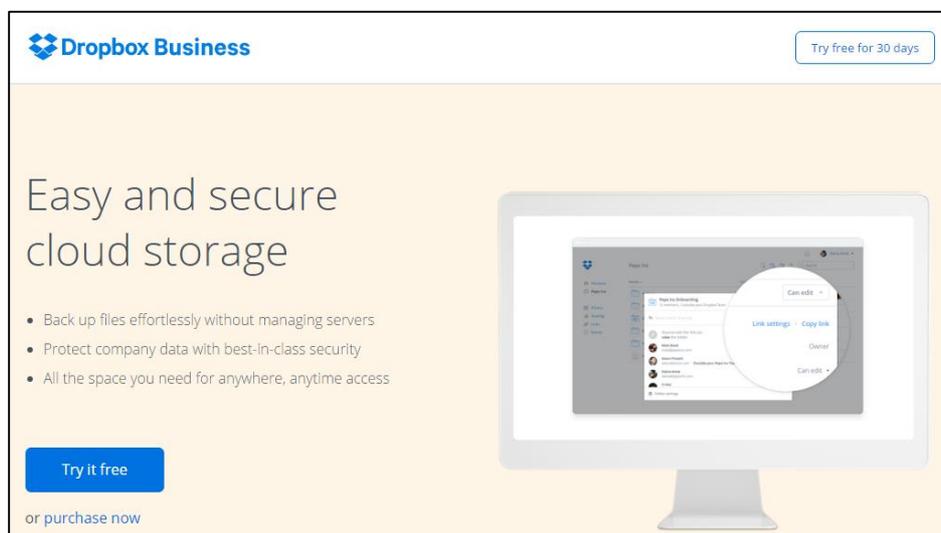


**Figure 6: Roadmap to Robotic Process Automation**

Source: <http://www.irpanetwork.com/wp-content/uploads/2015/05/Robotic-Process-Automation-June2015.pdf>

### 3.2.3 Cloud-Based File Sharing and Collaboration Strategy

Slurry pumps manufacturer, GIW Industries, noted difficulties with online communication around the world. The exchange of large files across low bandwidths was time-consuming and not always possible, resulting in documents being sent through the mail. At times, employees failed to load files on a laptop for availability while traveling or neglected the backup of files while away from the office. The chaotic result led them to seek assistance from Dropbox for Business.



**Figure 7: Dropbox provides cloud storage**

Source: <https://www.dropbox.com>

## 3.2.4 Increase Business Productivity with Big Data

Reduced costs and innovative tools are luring companies to complex databases that deliver useful patterns to enhance better business decisions. Structured information in big data analytics includes structured and unstructured data such as:

- a. Industry-based customer relationship management data and intelligence.
- b. Purchase history
- c. Social media feeds
- d. Videos, tweets, and blogs.

The massive amount of detail enhances productivity and competition.



**Figure 8: Big Data analytics to identify useful patterns and make better business decisions**  
Source: <https://www.promptcloud.com/blog/best-way-to-increase-business-productivity-with-big-data/>

## Case Study

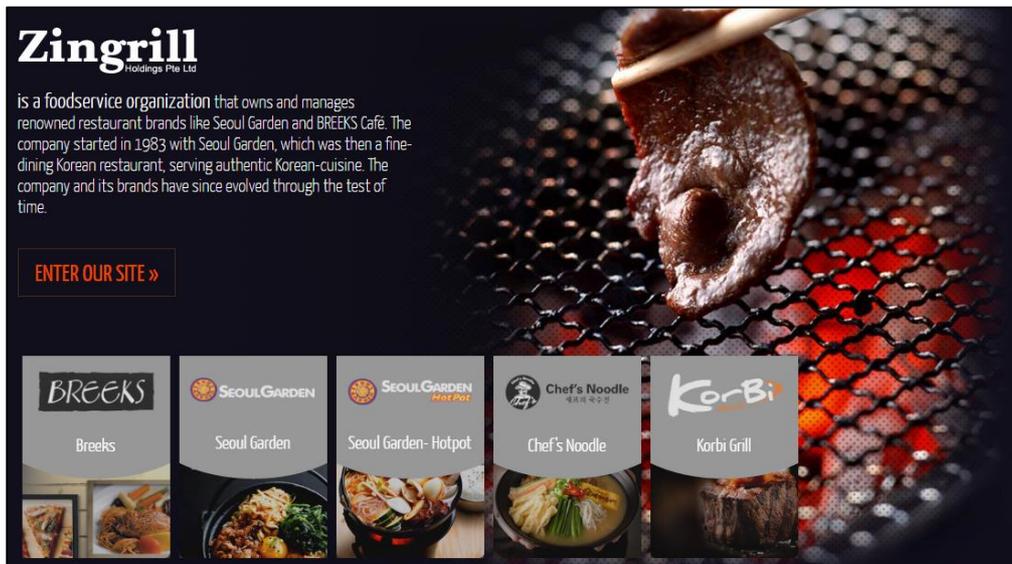
### Case Study: Singapore - Zingrill Holdings Pte Ltd Reducing the Agony of Preparing the Restaurant Roster

Zingrill Holdings managers in Singapore understand the importance of creating the roster for each restaurant. They are also aware of the great amount of time required to be sure each staffing area is covered, including:

- Shift preferences.
- Skills.
- Labour regulations.
- Resource availability.

The chief executive of restaurant operations, Mr. Andrew Lee, made the decision to reduce the work and time involved to complete a thorough roster without losing its integrity.

First he analysed the way the scheduling roster was created. Outlet managers would prepare the roster on paper and fax it to the operations manager for confirmation and approval. That process alone used considerable time and resources.



**Figure 9: Zingrill food service**  
Source: <http://www.zingrill.com.sg/zingrill/>

Support staff like HR employees had to review the actual hours worked by each employee and manually calculate wages. They could not rely on the hours approved on the roster. The result? More time spent that could be better used elsewhere.

Mr. Lee was approached with a proposal from Spring Singapore to speak with a consultant. The two would go over requirements and find an online computerised system to replace the paper roster. A workforce management system was developed for all 17 of the restaurants.



**Figure 10: Taking the pain out of restaurant rostering**

Source: <http://business.asiaone.com/sme-central/tete-tech/taking-the-pain-out-restaurant-rostering/page/0/3>

The system features:

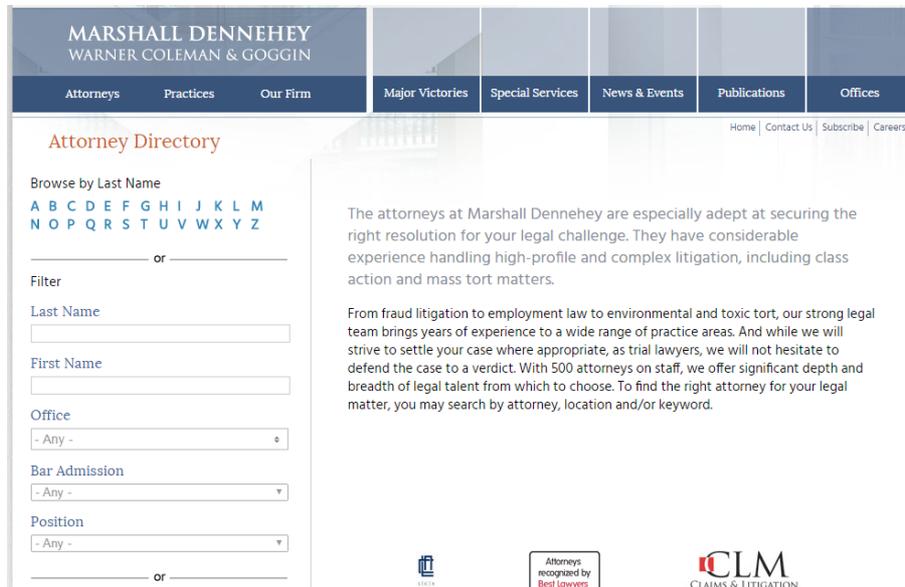
1. Electronic projection of labour demand based on historical sales data.
2. Automatic generation of schedules and deployment plans based on that labour demand and supply data.

One of the first advantages noticed is that operations managers can check online to view planning. That replaces the previous step of waiting at a fax to get the information.

Biometric systems identify employees with a thumbprint reader when they report for and leave from work. Mr. Terence Won, Zingrill's operations manager, notes the advantage of quickly capturing changes, saving approximately 20 percent of the previous time required for manual planning. Employees have commented favorably on the ability to check in and out electronically. The positive mood carries over to productivity and customers.

### **Case Study: Global (United States) - Marshall Dennehey Warner Coleman & Goggin Law Firm Cuts Paper to Go Digital**

Cutting the paperwork is a proven way to simplify the workflow, according to the United States law firm of Marshall Dennehey Warner Coleman & Goggin. The need for cost and records management has been addressed by the 20 offices and more than 500 lawyers spread across Florida, New York, Ohio, Delaware, New Jersey, and Pennsylvania. Large volumes of documentation are safer and more accessible online. Paperwork can be accessed when and where it is needed thanks to an agreement with Nuance Power PDF in January 2016.



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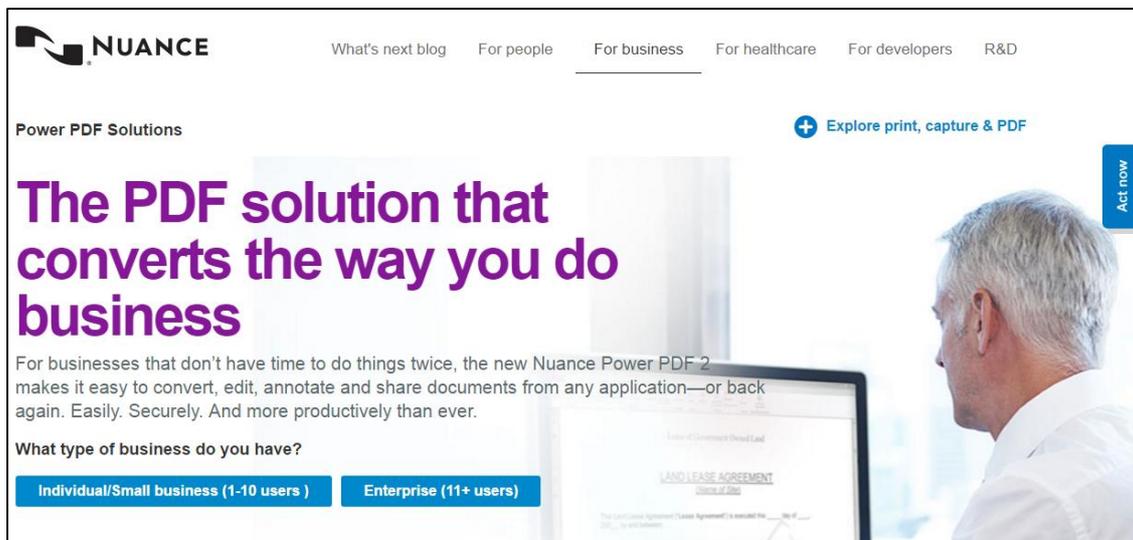
The attorneys at Marshall Dennehey are especially adept at securing the right resolution for your legal challenge. They have considerable experience handling high-profile and complex litigation, including class action and mass tort matters.

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Attorneys recognized by Best Lawyers

CLM CLAIMS & LITIGATION

**Figure 11: Law Firm Makes a Case for Simplified Workflows**  
Source: <http://www.marshalldennehey.com/attorney-directory>



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## The PDF solution that converts the way you do business

For businesses that don't have time to do things twice, the new Nuance Power PDF 2 makes it easy to convert, edit, annotate and share documents from any application—or back again. Easily. Securely. And more productively than ever.

What type of business do you have?

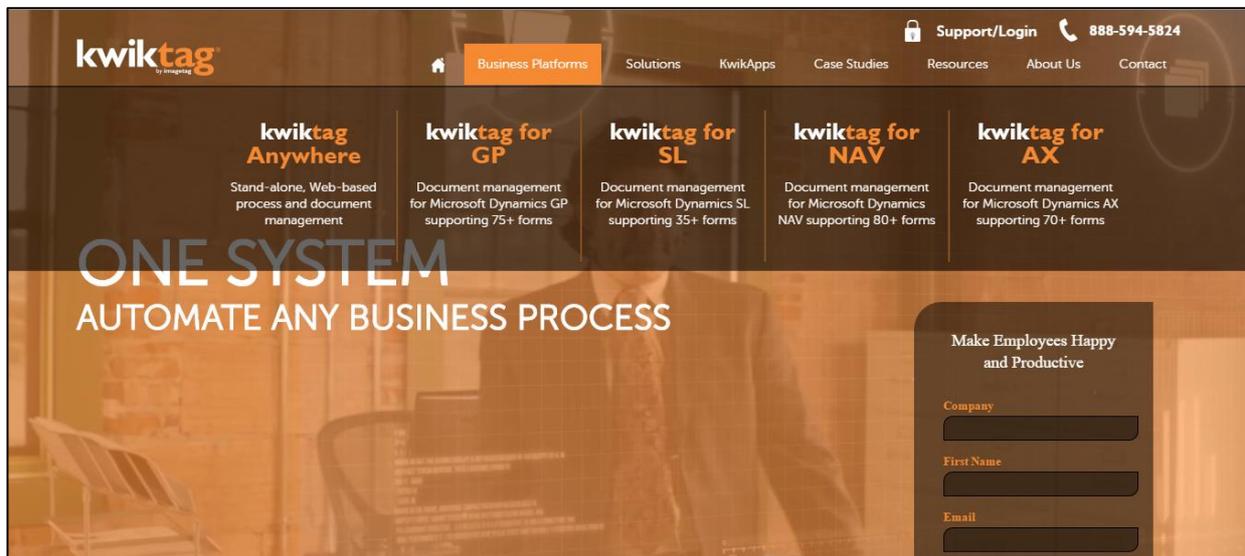
[Individual/Small business \(1-10 users\)](#) [Enterprise \(11+ users\)](#)

Act now

**Figure 12: PDF solution**

Source: <http://www.nuance.com/for-business/imaging-solutions/document-conversion/power-pdf-converter/index.htm>

Cost reduction and time management is realised because clerks no longer are required to scan, sort, and stamp vast numbers of documents each time they are required. Kwiktag is an additional software item that determines the file destination and places a barcode on the document. Users scan a stack of documents and send them to a server. Kwiktag then sorts and routes the paperwork to the correct location. The error rate is near zero for the estimated 800,000 pages dealt with each month.



**Figure 13: Kwiktag Document Management System**

Source: <http://www.kwiktag.com/>: PDF solution

Daily incoming mail is also scanned so the information can be reviewed on devices like smartphones and tablets. The firm is pleased that Microsoft Azure is available if a switchover is necessary. The cloud operation completes the sophisticated, versatile document management platform.

## 5. Conclusion and Possible Immediate Actions

In conclusion, companies can benefit by improving administrative efficiency using technology. Management software options can help companies improve employee efficiency and streamline admin operations. An important step is taking an honest look at what is needed.

1. Assess needs by having teams identify administrative tasks that can be replaced by technology or outsourced. Ask them to make note of the time spent on those tasks. Determine which method is more cost-effective for each task.
2. Research available products by learning about technology platforms and solutions that will help your business.
3. Keep an open line of communication with your team. Technology cannot replace valuable employees and you do not want to cause them to leave because they feel they are about to be replaced. Let them know how their roles will evolve with the change.
4. After you decide upon and implement a solution, evaluate it for efficiency. Data tracking and dashboard-style reviews are resources that provide feedback. Provide further training and guidance to anyone having difficulty with the technology. Watch for ways to further streamline operations.

Especially for smaller companies and startups, new tech solutions present game-changing automation and outsourcing opportunities.

## Recommended Readings

Title	The Productivity Payoff of Mobile Apps at Work
Author(s)	Joe Panepinto
Year of Publication	2014, November 13
Website	<a href="https://hbr.org/2014/11/the-productivity-payoff-of-mobile-apps-at-work#">https://hbr.org/2014/11/the-productivity-payoff-of-mobile-apps-at-work#</a>

Title	Big Data: A Big Impact on Productivity
Author(s)	Amanda McGuinness
Website	<a href="https://www.repsly.com/blog/bid-data-a-big-impact-on-productivity">https://www.repsly.com/blog/bid-data-a-big-impact-on-productivity</a>

Title	Going Digital for Productivity Gains? Re-engineer Processes.
Author(s)	Wouter Koelewijn
Year of Publication	2016, May 18
Website	<a href="http://documentmedia.com/article-2405-Going-Digital-for-Productivity-Gains-Re-engineer-Processes.html">http://documentmedia.com/article-2405-Going-Digital-for-Productivity-Gains-Re-engineer-Processes.html</a>

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