

SPECIAL

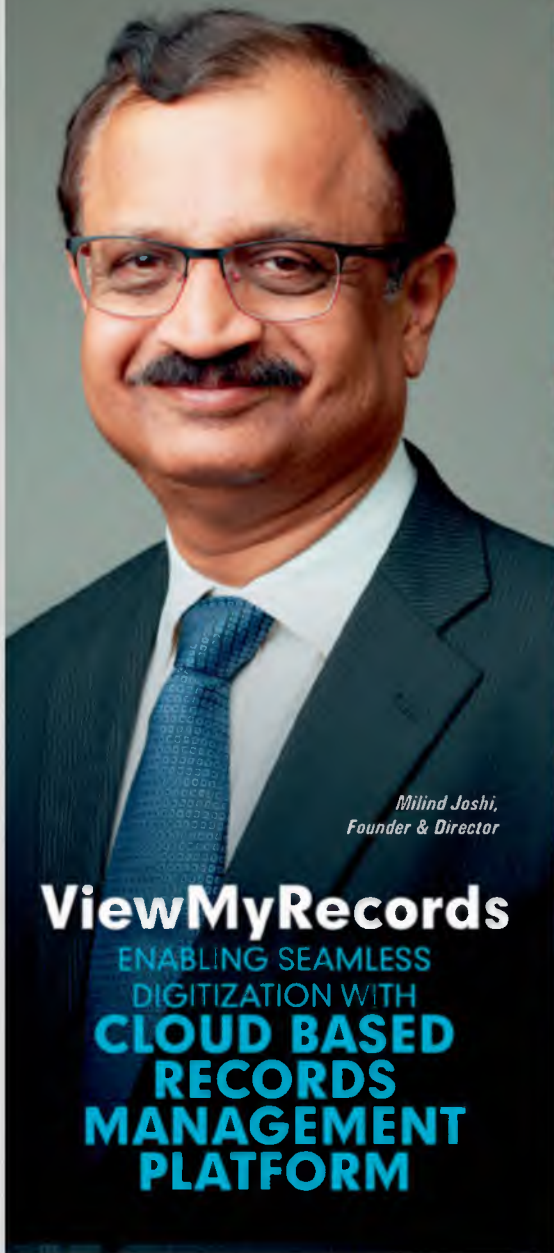
CIO

Review

₹150
MAY 10, 2019

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*Milind Joshi,
Founder & Director*

ViewMyRecords

ENABLING SEAMLESS
DIGITIZATION WITH
**CLOUD BASED
RECORDS
MANAGEMENT
PLATFORM**



Osource
INDIA
ENABLING SEAMLESS
**DOCUMENT
MANAGEMENT**



COVER
STORY

ViewMyRecords

ENABLING SEAMLESS DIGITIZATION WITH **CLOUD BASED RECORDS MANAGEMENT PLATFORM**

BY SUCHITA GONSALVES

The Document Management System (DMS) market in India is a competitive market, with several reports projecting its growth to be significant in the years to come. This growth can be attributed to two factors. First one is the need for private enterprises to automate their business processes and eliminate redundant paper based processes. Second one is the Digital India initiative by the government where every department has begun to automate their processes while

simultaneously assisting citizens to become digital savvy.

However, different organizations are at different stages of their digital transformation journey and thus require a solution provider that caters to their unique requirements. Depending on the business's current priorities and budgets, some organizations take short term view whereas some believe in long term benefits and implement the solution across the entire width of their organization. Some of the major client expectations are that the solution

needs to be a state-of-the-art software that is feature rich, future proof, scalable, affordable, confidential and secure; and it should assist in the transformation of existing paper based records to digital records while being compatible with ERP and other solutions.

Ensuring superior customer satisfaction, ViewMyRecords, headquartered in Bangalore (www.viewmyrecords.com), with its efficient project management team delivers complex digitization projects, with its novel and easy-to-use



records management platform, within the stipulated timeframe and assigned budget. The cloud-based platform has been designed and developed to stand apart from its competitors as some of the in-built features are not available in normal DMS systems.

This platform facilitates large corporates, MSME's, professionals, families and individuals alike. Milind Joshi, Founder and Director of ViewMyRecords, explains how each sector has its own set of requirements and how the Indian corporate sector needs to have both internal and external focus. "We believe, one of the most important requirements for these corporates is to have 'Single Source of Truth' not only across territories, departments, business (internal focus), but also across associates, vendors and customers (external focus), thus creating a 'Connected Business Ecosystem'," adds Milind. Geographically dispersed offices necessitate highly skilled employees to be mobile and be available at multiple locations with the ability to access the information that is useful

to take business decisions with ease. Another critical requirement is the need for data to remain secure and confidential.

Moreover, one of the biggest starting pain-point for corporates deploying DMS is how to get its existing records (backlog) online as the process involves huge amount of records to be scanned, indexed (cataloging) and stored in digital form and manage the physical records and their indexing appropriately. Furthermore, a lot of corporates are located in metro cities, where real estate/space is very expensive and they need offsite storage of physical records along with DMS.

MSMEs have similar demands as they come aboard the digitization journey but at an economical cost. Also, a high level of attrition within any MSME necessitates safe and secure records keeping, ensuring confidentiality of information. This also involves the need of powerful search functionality as any employee leaving the organization rarely transfers the information to new members, and a lot of time is wasted in training a new person.

Milind tells us that the professionals segment that includes doctors, lawyers, chartered accountants, company secretaries and the likes are another niche of clients that have their own specific demands. The customers of such professionals largely operate on trust and expect the professional service providers to maintain and manage client records for life time as part of the vendor's duty. Seamlessly managing copious amounts of physical records can

prove to be an arduous task for quite a few professional service providers. All in all, each sector and their respective customers have a myriad of expectations to be met.

Smart, Secure, Easy-to-use "Anytime, Anywhere and Any device" DMS Platform

Meeting and exceeding every customer expectation, ViewMyRecords is a smart, secure, easy-to-use platform that offers geo tagging, retention scheduling, powerful content search, reminders/alerts for action, version control and check-list based record submission.

In terms of security, the solution uses Enterprise Grade Data Security (using AES 256), using Triple Encryption, 'Encryption at will' using AES or RSA and industry-first BYOK offering, group/department based access control and individual access rights (administrator, supervisor, regular user, read only user), OTP based secured access control for individual file.

Forensic quality activity audit trail & reports and most importantly there is no more typical 'unrestricted' access to the admin that could potentially lead to a data security breach.

With a user friendly UI, the solution enables instant indexing, secure share with expiry timeline and variety of controls (view only, print, download, share further), auto destruction of digital records and broadcast features.

And all this can be provided on ViewMyRecords company's cloud, or client's private cloud or on-premises model.

The Experts behind the Company's Success

It is fair to say that the team of any organization plays a pivotal role in the achievements of its company. This is something that Milind Joshi firmly believes in and gives us a brief insight on the people that form the very foundation of ViewMyRecords.

Milind, an IISc Alumnus himself, has been recognized as a successful entrepreneurial leader and business transformation strategist with 35 years of progressive experience across the globe, equally spread over the IT industry and ITES sector.

Mahini Joshi, Co-founder, an ISB Alumna, has been acting as a 'sounding board' right from the ideation stage of ViewMyRecords. "With her active networking, she has been instrumental in getting key resources, investors and clients apart from managing communication partners," says Milind.

Responsible for Sales & Marketing at ViewMyRecords, Pramod Kulkarni, an IIT-M Alumnus, is a veteran in the Sales & Marketing, R&D, Project & Program Management and the New Product Development domain with 35 years of unmatched experience in India, Indonesia & ASEAN markets.

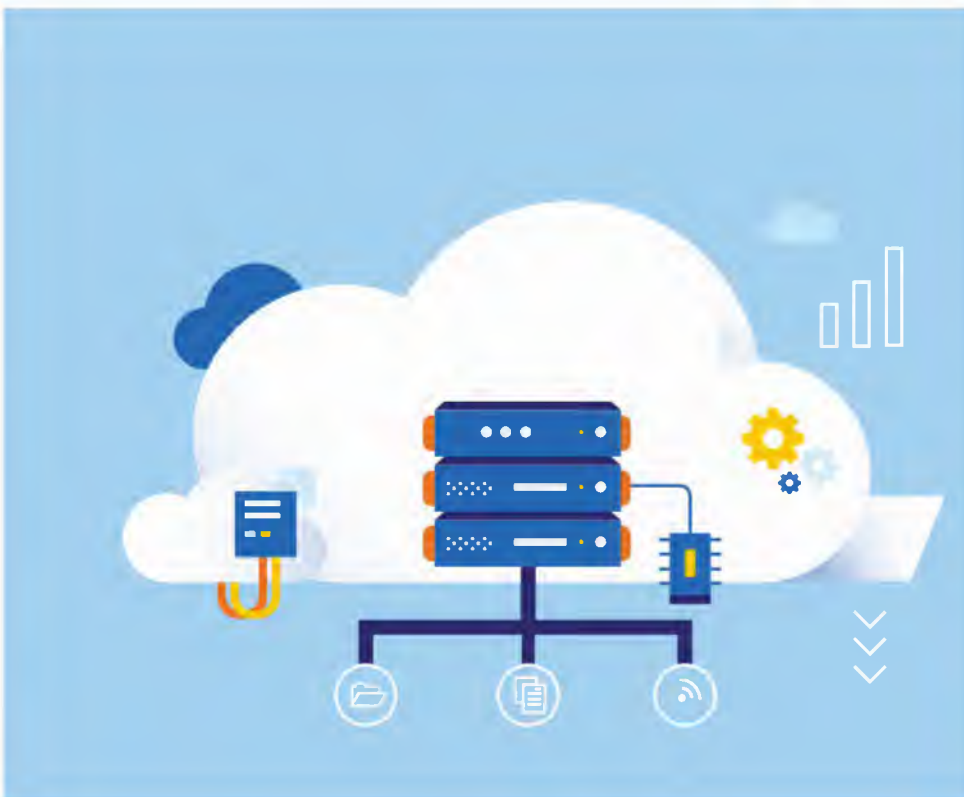
As a Product Manager, Hemanth K S's role includes Design and Development of Record Management System, customer on-boarding, and maintenance of the solution offered.

Apart from this, the company is further segmented into the operational team (software design, development), cataloguing management specialists, Partners/Franchisee network for marketing services and cataloguing management.

Early Investors Team comprises domain experts in the area of accounting, architecture, pharmacy, education, healthcare, automobiles, and software. They come onboard with in-depth knowledge of a specific domain and its challenges & assist in solving critical business needs in their areas.



*Milind Joshi,
Founder & Director*



ViewMyRecords Platform

"Our pricing model is No Capex, only Opex model. This is a very relevant point for MSME & Professionals who do not wish to invest in hardware, software and manpower upfront. Our offering helps them manage financial outflow," informs Milind.

Delighting customers with its platform that assures a complete transformation from paper based records to a digital world, the team at ViewMyRecords offers a unique 'Doorstep Service' at select locations which provides Cataloguing Management

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(Scan, classify, archive) that solves the problem of digitising the legacy documents, which must be stored for a long period of say 10 years from statutory perspective. Stepping up their game, the team also provides safe and secure 'Physical offsite storage' as well as 'disposal of confidential records' beyond the intended statutory retention period.

"Perhaps we are the only one to offer doorstep service on cataloguing management, Physical Offsite Storage & Disposal of

records along with an affordable, world-class DMS," opines Milind.

In conjunction with all these offerings, the team is also highly trained in order to deliver impeccable consulting services for digitization strategy suitable for each business need.

Consumer-focused DMS Solution offering a Broad Spectrum of Benefits

All in all, deploying the end-to-end consumer focused records

management solution acts as a catalyst in improving business goals with benefits such as excellent physical and digital information management, improved security and confidentiality, instant availability of records for compliance and regulatory requirements, digital back-up of scanned documents in case of any natural disasters (fire, flood, earthquake), improved productivity, efficiency, savings on expensive office space and seamless integration of multi-location offices.

Gearing Up for the Future

The company has made great headway in this domain and envisions further permeating into the market with its plans to roll out select new services in the near future based on their market research; accounting package interfacing to allow access of digital records from accounting package directly (for easy storage and retrieval for longer durations typically ten years), workflow and ticketing, QR code based secure data access, medical record management to assist in teleconsulting, chatbot and docbot .

Before signing off, Milind reveals, "Over the last few years, ViewMyRecords has been redesigning the way it did business, starting from scaling up the team to expanding its portfolio. This transformation revealed what lies at the root of the company: the conviction that technology must improve human life, so ViewMyRecords must continually aspire to do better. This resulted in the discovery of a new younger identity - EEZI, (www.eezi.com) during an extensive rebranding process which is becoming the new face of the company." **CR**

**A younger identity,
Same old excellence.**



Wider in scope.
Minuscular in detail.

