



50%

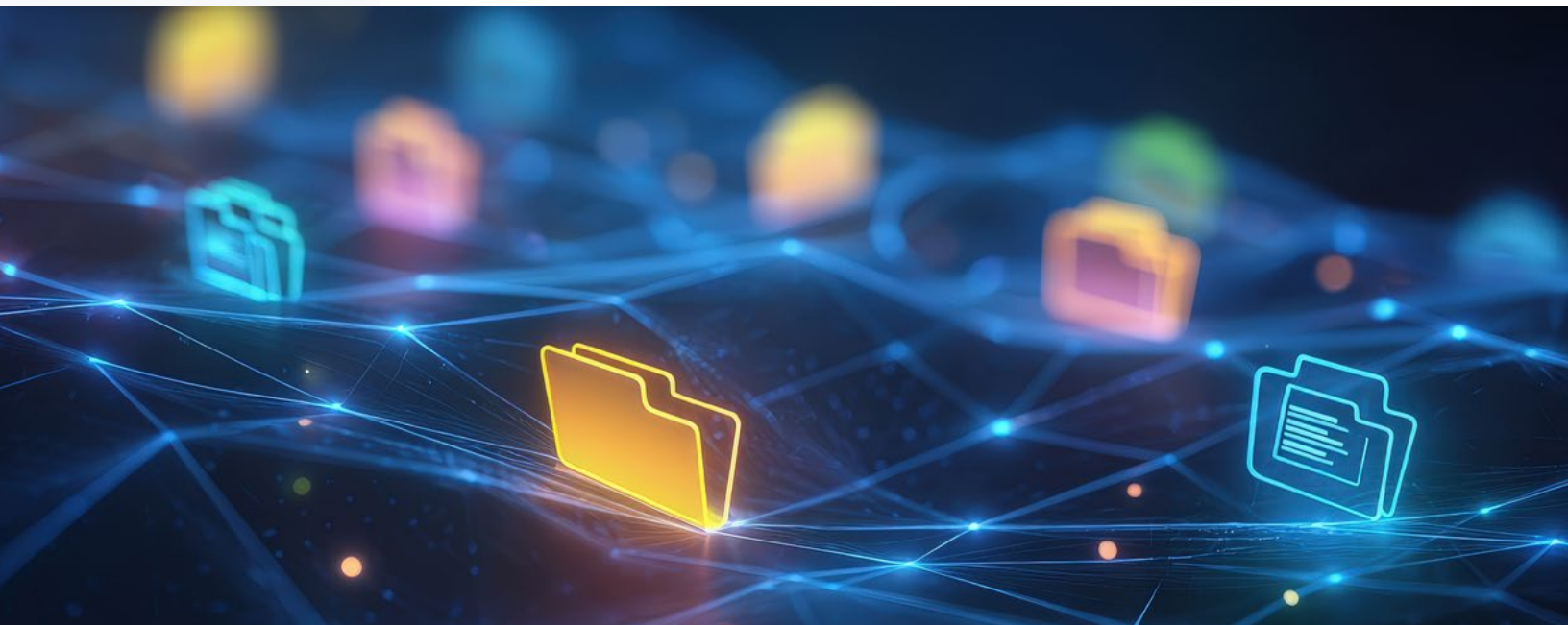
lower processing costs

75%

faster large project
turnaround

25+

year vendor
partnership



Case Study Summary:

Challenge:

Take advantage of the efficiencies and new revenue offered by Artificial Intelligence (AI)

Solution:

Sys.tm®

Results:

Lower costs creating better customer experiences and new revenue opportunities

Paperless Solutions Makes AI Easier for Businesses with Sys.tm® Intelligence

Introduction

With the attention on Artificial Intelligence (AI), Paperless Solutions, LLC was eager to explore how AI-enabled document management might improve their internal document processes and help their information management clients see even better results by leveraging the most current technologies. First, however, they needed to choose which of the many products would best meet their needs and best position them to compete effectively in a crowded market.

After adding Sys.tm to its product lineup, they are excited by the results. They've streamlined internal document processing for clients, and they're seeing an increase in new business opportunities. After a lifetime in the information management business, Bob Barzelato, President says it's unlike anything they've seen before.

The Situation

For more than 25 years, Paperless Solutions, LLC has been helping clients better manage and secure their business information.

Recognizing that "information is power," their document archival, large format and standard scanning services, secure online document storage, disaster recovery, and document management offerings streamline and speed information-centric processes for their clients.

But their marketplace has shifted in the last few years; changing in response to the introduction of artificial intelligence powered technologies. "The introduction of AI has changed customer expectations," explains Barzelato. "They now expect information to be available more quickly and to be more accurate than was previously possible. We needed to upgrade our offerings to keep pace with these customer needs."

In addition, Paperless was aware that emerging AI-enabled document management products, such as generativeAI (using large language models to "read" and understand the content of documents and recombine it in novel ways) could improve their internal processes as well. They scan and index

thousands of documents each week for their clients. Using older technologies meant they had to sort documents and hand-key the metadata, slowing delivery to client businesses and introducing occasional errors.

They knew they needed to explore AI-enabled document management options to bring their internal processes up-to-date, and they wanted a product that could also be resold to their clients, allowing them to more effectively compete for new business.

The Solution

After reselling Digitech Systems' products for more than 25 years, Paperless Solutions felt confident turning to their trusted vendor partner for new technology. They were also familiar with Digitech Systems' track-record of smart innovations from launching cloud in 1999 to patented AI in 2015 to the world's first composable information management platform, Sys.tm in 2024. In each case, their relationship with Digitech Systems placed them early-to-market with highly desirable technical breakthroughs, so they could take advantage of developing customer interest and emerging markets before their competitors. This early access to innovation also helped their customers keep their businesses lean, their information securely accessible, and their financial results strong.

They chose Sys.tm due to its flexible architecture, resilient and rapid response to technological breakthroughs, and robust feature set. Sys.tm not only positioned them to meet today's needs, but they felt it would also position them to respond quickly to future needs as well. Finally, Sys.tm integrated well with their scanning platform, PaperVision® Capture, also from Digitech Systems.

Recognized Benefits

The implementation of Sys.tm internally to enhance their scanning services offers customers faster access to critical business data and streamlines their processes to cut costs. In addition, Sys.tm is opening doors to new revenue opportunities as well.



"I've been in this business my whole life, and I've never seen anything like the impact AI is having on the document management industry. Sys.tm is fundamentally changing how we operate internally and how we engage with customers, creating new growth opportunities. We've recognized new revenue from both existing and new customers because we have Sys.tm®."

- Bob Barzelato, President, Paperless Solutions, LLC

Sys.tm® Intelligence, the AI-driven document and text recognition engine within Sys.tm, is streamlining their internal scanning and indexing workflows. By combining Sys.tm with their existing scanning platform, PaperVision Capture, Paperless Solutions enabled Intelligent Document Processing (IDP) for their clients. IDP uses AI to recognize and extract information from documents as they're being scanned, eliminating the need to hand-key index information.

The results were immediate! Projects move faster and cost less. "What used to take hours of searching sorting and manual data entry can now happen in seconds, plus Sys.tm doesn't make mistakes. Sys.tm allows us to give customers significantly more value without increasing costs. AI is helping us scale faster while improving customer experience at the same time," said Barzelato.

Sys.tm is also allowing Paperless Solutions to compete for more customer sales as well. In the past, they had to pass on opportunities where a customer expected document management enhanced with AI. But Sys.tm Intelligence is built into the Sys.tm platform, so it's available for any customer who may want to use it. In addition, the way Sys.tm offers AI is more user-friendly than other products they reviewed. The platform offers dozens of AI engines, users can choose from on-the-fly, and users can compare generated results side-by-side to select the one that best suits their needs. It's a smarter choice than products that require workers to leave their workflows to access a separate product

and then copy and paste information between systems.

Barzelato explains that they're excited about new customers who want the power of AI-driven information management but also want to ensure they're making smart technology decisions in a marketplace that is shifting so rapidly. Sys.tm's unique microservices architecture makes it faster and easier for Digitech Systems to make breakthrough features available at a sensible cost. "Sys.tm has opened doors to larger opportunities and sales conversations that we simply weren't having before," said Barzelato. "It's a core part of how we will deliver projects moving forward."

Conclusion

Sys.tm is a foundational platform for Paperless Solutions, enabling the company to drive new business while also significantly improving operational efficiency. By combining AI-driven automation and scalable document management, the company has evolved its service offering and expanded its market opportunities.

Plus, a growing pipeline of projects across multiple market sectors is building momentum for Paperless Solutions. They are unlocking previously inaccessible data and delivering it in a usable, intelligent format, positioning them as a leader in modern information management, and giving their customers smart access to the data they need to succeed.

