

Image Connect FAQs

How do I know if I am ready to implement an electronic content management system (ECM)?

Many of our clients are well on their way to implement an ECM solution. The key to converting to an electronic repository is to identify and document your current processes. Once your current processes are identified, an ECM solution can be set up to mimic these processes and, in most cases, improve them.

What are the benefits of a hosted solution?

The return on investment you experience with a hosted solution can be felt immediately. Hosted solutions, like West Canadian's ImageConnect, allow you to gain access to your documents anywhere, anytime with an internet connection. You will be able to process requests faster, complete projects on time and increase staff efficiency. Having your documents in a hosted solution allows your company to focus on your core competencies and leave the hardware and IT requirements to a trusted vendor. These solutions will open up your office by reducing your physical storage requirements. Your organization will experience cost savings through reduced time searching for files, shorter response times and reduced print expenses.

Where is my information stored?

All documents within ImageConnect are stored at BlackBridge Networks data centre in Lethbridge, Alberta. This data centre was designed from the ground up for security, high availability and efficiency. BlackBridge allows us to offer higher levels of uptime than the average on-premise solution. This allows you to focus on adapting your business practices to an electronic environment while keeping your data within the control of your company.

What if we don't currently use electronic documents?

Most companies already have large amounts of information in a digital format. Emails, word documents, and PDFs just to name a few. The key to a successful ECM is to simultaneously migrate your existing electronic data, along with developing a program to convert your paper documents into electronic.

How can my information be organized?

With our knowledge and experience with ECM and records management, we work with you and your key stakeholders to discover how you currently manage your paper information. Your content management system will work seamlessly in your organization as West

Canadian adapts your current practices, ensures consistent project, file and document naming, and file naming, and implements intuitive search functions.

How long will it take to implement?

One of the key benefits to ImageConnect, as a solution, is that it can be set up in a matter of days. The real work comes looking at your existing processes, naming and document handling practices and converting them to an electronic environment, all of which West Canadian can help you to complete.

What level of support is provided?

West Canadian is there for your ImageConnect support. We provide training for your staff to be equipped to handle basic support needs such as staff logins and password resets. Our support team works with you through more complex issues and, if necessary, we will review and fix the issue for you.

Can I migrate my existing electronic documents from a shared drive?

Yes. Whether your data is on a shared drive, on a CD, DVD or physical paper, West Canadian is able to transfer all forms of physical and electronic data into ImageConnect.

Can I integrate with other software platforms?

Yes. ImageConnect is able to integrate with many different software platforms using an application programming interface (API). We work with you to determine how ImageConnect can improve how your current software functions in your organization.

How can I ensure privacy and security?

ImageConnect is a highly secure and configurable document repository. With user access settings, modifications restrictions, time sensitive access and document level security, ImageConnect will keep your records secure, private and controlled. You will also have access to an audit trail to track user access, previous versions or who view a document.

Does your solution allow for electronic signatures?

Yes. Electronic signatures are available and can be used in ImageConnect. Using electronic signatures can eliminate the need for paper and improve your document turnaround times.