



Vendor Highlight

Affordable, Efficient and Secure SMB Document Management with Cabinet NG

Nearly 40% of small-to-medium businesses (SMBs) in the United States fail within the first five years due to poor management of information assets and inefficient business processes that increase risk and undermine profitability. The impact on larger companies may be masked by significant resources but the impact on smaller organizations cannot be so easily overlooked.

Many tens of thousands of SMBs continue to struggle with inefficient workflows and the soaring cost of information management and storage. According to the Small Business Administration the smallest firms (fewer than 20 employees) spend 36% more per employee than larger firms to comply with federal regulations. Clearly SMBs must find better ways to address information growth and management with fewer resources just to survive in the current economic climate and thrive in the years ahead.

To stay competitive in today's weakened economy, savvy small businesses leverage document and workflow management systems to automate inefficient paper-based processes, mitigate the risk of noncompliance with government regulations, reclaim space and reduce costs.

Each year Data Mobility Group (DMG) conducts informal one-to-one customer interviews to identify vendors that deliver balanced performance, service, savings and a long-term commitment to customer satisfaction and value. In this month's featured report DMG takes a closer look at document management vendor Cabinet NG (CNG).

December 2010 Featured Vendor: Cabinet NG

Cabinet NG specializes in electronic document management. For the past decade CNG's sharp focus and no nonsense approach has helped SMBs in a wide range of industry sectors leverage document management to achieve "Walmart"

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efficiencies with minimal resources. Cabinet NG listens to its customers and addresses their needs with affordable, industry-specific, entry-level solutions that offer robust enterprise-level functionality and scalability. We had the opportunity to speak with a couple long-time CNG customers about what the company and its products have meant for their businesses.

Maya Assurance Company, founded in January 2006, provides liability insurance for taxis and limousines in New York City (NYC). The company recognized from the beginning the importance of leveraging technology to help them compete and grow their business. Vice President KJ Singh commented in a recent interview, “We were starting from scratch. We had a blank platform of technology and infrastructure. We needed to find a way to leverage technology in order to become more efficient. I looked at the level and amount of work that was coming in and figured out the time and management that needed to be done.”

Like many insurance companies, Maya’s process was very resource-intensive and costly with more than two dozen people handling hundreds of claims per day. Add to that the space consumed by paper documents and the very high cost per square foot for office space in NYC. After evaluating several document management solutions, Mr. Singh chose Cabinet NG to manage the thousands of policy and claims files processed by his 25 employees. CNG easily made it past initial testing to be deployed companywide.

We should note that during the evaluation phase Mr. Singh’s team reviewed several other vendor solutions and even attempted to develop a custom program that ultimately was unsuccessful. His team discovered that the other solutions were too cost prohibitive for a small company and if they needed to later customize the system a dedicated programmer would be required to maintain it.

Mr. Singh continued, “We now have the ability to customize CNG for our needs per department, per cabinet, per our roles. We own the design of it. A great foundation and ability to customize to our needs is what really stood out. Much more customizable than other solutions out there. Very user friendly for a small company like ours.”

He decided to implement the solution in stages so that it wasn’t forced upon Maya’s employees virtually overnight. The gradual conversion paid off and CNG’s architecture enabled Mr. Singh’s team to proceed at their own pace. Once one department began to realize the benefits of the CNG solution other employees started to request it in their areas.



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To-date Cabinet NG's product has, in the words of Mr. Singh, "far met and exceeded" his expectations. He went on to tell us that the system has been "flexible, stable and required no re-engineering of existing processes." In 2009 alone his company saved more than \$560,000 on floor space, furniture, office supplies, support staff and legal defense costs, not including an estimated additional \$50-80,000 in annual savings from streamlining the process by which examiners find files.

Another Cabinet NG customer since 2006, SFX Baseball's Corporate Manager, Claudia Sardo commented, "We found that CNG was a great solution to visually look at documentation and update notes as necessary such as when a player signs a contract and then maybe the marketing company or an equipment company needs a copy of it. We can keep track of who gets which copy of the document. Also document retention keeps it in compliance with other areas that relate to this business for us to keep our licenses and just to stay in compliance with all federal and state regulations."

CNG's customers report high levels of satisfaction with ongoing training and support after the initial implementation. Claudia Sardo commented in a recent interview, "CNG training and assistance is available all of the time. Whenever we need it, CNG is always there. From setup to modification as the software develops. Anytime they make an improvement, they always offer training. Also, anytime we get a new employee, the web meeting training has saved us money because we didn't have to have someone fly in to train the employee. We have easy access to CNG whether it's a phone call or web-based meeting it's a time investment versus a cost investment."

CNG provides an affordable, secure, scalable and easy to learn, deploy and maintain document management solution tailored for companies with few, if any, IT resources. For example, CNG's solution supports integration with a wide range of other core business applications via APIs without extensive or complicated programming. Complete core functionality is tightly integrated out-of-the-box thus eliminating the need to purchase and implement additional bolt-on modules at a later date. And, the solution can be phased-in incrementally without the need for IT support staff. Best of all, it can be installed locally or accessed online as Software-as-a-Service (SaaS) tailored to meet the needs of CNG's clients.

Familiar Microsoft Windows GUIs and wizards help reduce the learning curve and rapidly speed up end user adoption so critical to realizing a rapid return on investment. CNG-SAFE's filing structure virtualizes the physical environment of cabinets, folders and document tabs to ensure a smooth and rapid transition to a paperless office without disrupting existing business processes.



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CNG provides SMBs with a proven, affordable document management and workflow environment that eliminates the inefficiencies and regulatory compliance reporting risks of manual paper-based systems. It offers a solution that scales with business growth and provides its clients with a formidable competitive advantage today and well into the future.

In Summary

Cabinet NG clients and forward thinking SMBs invest in document and workflow management systems to improve productivity, mitigate the financial risks of non-compliance with federal and state regulations, reclaim costly real estate and create sustainable competitive advantages.

Cabinet NG helps transform time consuming paper-based processes into streamlined digital environments that make it easy to find and protect valuable information assets and reduce the time and money spent on regulatory compliance so their clients can do more with less, faster, and stay ahead of the competition.

Data Mobility Group believes that CNG provides a full-featured, affordable, scalable, tailored solution for SMBs. Small-to-mid-sized companies in the market for a document and workflow management system would be wise to include CNG on their short list of vendors under consideration. 