



WHITE PAPER

# DOCUMENTS ARE YOUR BUSINESS

Balancing Document Security with Workforce Productivity

SMART CHANGE STARTS HERE.

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## Can you protect your documents as well as your content repositories?

Here are things you'll want to know about securing and managing document capture and print for today's enterprise.

### INFORMATION REIGNS

Your enterprise can't function without transmitting information, countless times every day, through documents—both physical and digital. And that's where trouble begins.

When was the last time you:

- Opened the cover of the copier to find that someone had been photocopying a customer's file in full color. And yes, the magenta cartridge is now empty.
- Found somebody's job offer letter on a printer tray.
- Pushed the button to make 25 copies and walked away—only to return, finding the copier had been set to 250.
- Spent 15 minutes composing an indignant retort to a rude customer email, another 15 minutes toning it down, and finally clicking send—only to realize you sent it to "reply all" instead of just "reply."
- Scanned in multiple customer files and meant to scan to your email, but sent to a broad distribution list exposing personally identifiable information to multiple employees.

**These are moments of humor and disgrace, and everyone can name similar examples. They happen every day in workplaces around the world—but oftentimes, the results can be anything but trivial.**

For example, an Australian government agent was recently caught mistakenly copying a journalist on an internal email.

Physical documents are just as prone to mishandling. A senior staffer for the U.S. Department of Homeland Security accidentally left documents on an airplane containing drills in the event of a biological warfare attack at the Super Bowl.

(Also left behind? His travel itinerary and boarding pass.)

### IT ISN'T JUST HUMAN ERROR

Lets stir cyberthreats into the mix, where sophisticated actions are being made by malicious parties to gain access to your information. There is a real and rising risk that, every day, the documents within your organization are the targets of cybercrooks.

A 2018 study of data breaches by Verizon found that the top two assets from theft and loss breaches are paper documents and laptops. The most common location of theft was the victim's work area or employee-owned vehicle. Your organization is spending vast sums of money to protect applications—every company's crown jewels.

How can you possibly govern the internal and external spread of documents, both digital and physical?

With more than 75 billion devices expected to be connected to the Internet worldwide by 2025, we have no choice but to find much better ways of protecting the information that flows throughout our organizations. Gartner performed a study last year that expects we'll be spending \$3.1 billion on Internet of Things (IoT) security alone by 2021.

# IS THERE A WAY?

Nothing is as routinely mishandled, overlooked, abused, and subject to waste as documents. But we can't survive without them. In a very real sense, documents are your business. Did you know:

- 60% of organizations have reported print-related data losses, according to the Global Print Security Report.<sup>1</sup>
- 24% of data breaches are caused by human error.<sup>2</sup>
- 21% more security vulnerabilities have been detected in connected devices including printers, laptops, and smartphones.<sup>3</sup>
- Even as businesses undergo their digital transformations, 91% of organizations consider print to still be important and 87% expect its importance to continue over the next two years.

When your documents are not tightly managed and secured, you are exposing your business to a whole spectrum of risks:

- Are documents getting into the wrong hands through carelessness or breaches?
- Do your documents get to the right people at the right times to ensure business productivity?
- Can you accurately monitor and report on document movements throughout your organization to ensure regulatory compliance?

**Sources:**

<sup>1</sup> 2018 Global Print Security Report

<sup>2</sup> 2019 Cost of Data Breach Report by Ponemon Institute

<sup>3</sup> 2018 Bug Bounty Report

# IT'S NOT HOPELESS.

It doesn't have to be expensive or difficult. You can mitigate security risks by creating document print and capture policies that are easy and intuitive for employees to work with.

## Policies like these:

- Pull printing ensures workers can print and pick documents on-demand anywhere, anytime.
- User-based authentication and access via mobile devices, touch screens, or card readers that control the production of multifunction printers (MFPs).
- Watermarking, encryption, and data conversions that are automated.
- Know where your data is going and where it's been with automated audit trails.

## And there's more:

- Automated file quarantine and other data loss prevention methods.
- Track all print, capture, and routing activities in configurable reports.
- Chain-of-custody documents track who has accessed or printed what information.
- Automate workflows and information routing, eliminating "oops" and "gotcha" emails.
- Smart business logic can dynamically route information to the right applications at the right times without user intervention.
- Future proof your organization through highly configurable workflows that adapt as your business infrastructure changes.

## If you're wincing at the potential costs of these new capabilities, never fear.

You can also leverage them to reduce hard costs—while equipping your fellow employees to become more productive, whether they're working with data in the cloud or on-premise.

- Diagnostics and controls can actively monitor and govern print usage and behaviors, by employee, department, and device.
- Your workforce can securely print, capture, process, and route documents and images from mobile devices.
- Automatically re-route print jobs within pre-defined parameters for automatic print failover.
- Print, capture, and route documents with a single, unified user experience, eliminating the learning curve for these new capabilities.
- A single installer for administering print, capture, and workflows, easing the burden on everyone.
- A single mobile app can be available for employees to use for print, capture, and routing.

Exercise these new capabilities and controls without ripping and replacing your costly machines, including those ubiquitous multifunction printer (MFP) fleets. Your document capture, distribution, and management solution should work across any hybrid environment.

- Simple solutions for centrally managing mixed MFP fleets, including a single, integrated authentication platform.
- Easily control and enforce print, capture, and routing controls across all devices.
- Give the business complete visibility into print and data capture behavior and costs.
- Create consistent user experience across all devices.

## NO SINGLE SOLUTION? NOT YET.

Your documents are at risk and under attack. Your vulnerabilities are numerous and diverse, with more being spawned every day. You need a new way to secure your documents, digitally and physically, and their valuable information, including capture, distribution, and print.

Kofax AutoStore 8.0 solution can provide you with a solution that weaves data security, best practices, workflow management, and distribution monitoring and governance into a single strand. It can help you to actively manage, secure, govern, and monitor virtually every aspect of your documents' lifecycles: printing, scanning, routing, storing, and tracking, across any combination of hybrid systems, technologies, and devices.

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