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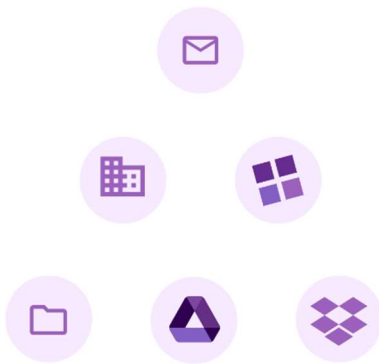
## Sign365: Reducing Costs in Group Training Organizations

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Sign365 is an iPadOS data entry automation tool that can decrease your data entry costs through error reduction, document tracking, and cross system document management. Sign365 introduces new ways of creating customizable forms that can interact with business applications in customer defined ways. We will demonstrate why it is necessary that data entry tools begin to be adopted as employee costs begin to rise over the next few years post-COVID.

## Introduction

A system that can connect systems is a system that saves money. So much of the modern information technology landscape is built on the software that one uses to manage that information and Group Training Organizations (GTOs) are no different. When we were approached by our GTO client in March 2020 to build a system that can connect their forms to their many business systems it was due to the excessive time that their office staff were spending on moving information from their consultants to their businesses payroll system – the application that underwrites them being able to operate.



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This is an issue that they and many other organizations are facing as our organizations get more complex and our reliance on information and the storage of that information grows. The complexity is the key issue here because complexity, like screening the information for validity or checking multiple systems to locate documents, leads to wasted time on tasks that are meaningful to the business but not necessary.

## Many Systems and a Multitude of Monotony

Learning to live with this modern way of entering data has led to knowledge staff a lot of time doing necessary but, repetitive and in many ways exhausting tasks. 68% workers say that they feel they are constantly doing the same tasks over and over again (UiPath, 2021) and in many ways these workers really are just doing the same tasks over and over again. That same study revealed that emailing, scheduling and data input were big pain points for office administrators and things that could and should be automated.

- 59% of Surveyed participants said that **Data Input** should be automated
- 60% of Surveyed participants said that **Emails** should be automated
- 57% of Surveyed participants said that **Call Scheduling** should be automated

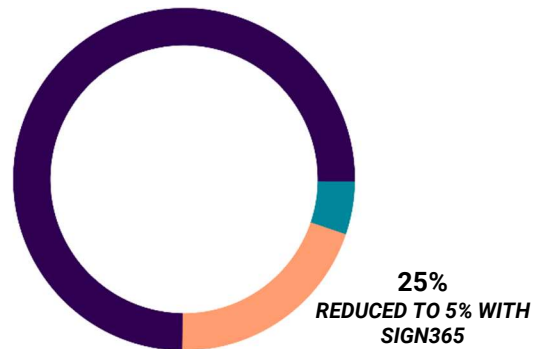
Office administrators doing pay roll and employee management fall into this category of knowledge worker probably a lot more these days as their jobs consist of processing this data into systems, answering calls, scheduling trainees etc. There is an imbalance in the amount of time that is spent on the processing and the amount of time that should be spent on client facing processes like customer service, interview process, payroll review and this is a direct impediment to business growth.

The repetitive nature of data entry itself creates errors in data entry. It is estimated that switching from human entered data to machine processed data decreased errors from 40% to 1% in one such study (Taylor, 1998). The cost of these errors for a business is not trivial either. It is estimated that data loss caused by human error can on average cost \$3000 per incident (Smith, 2010). Therefore, for businesses that are wanting to recapture time, money and the wasted energy of their knowledge workers the input of their data needs to be offloaded to their computer systems as much as possible.

## Designed To Cut Business Data Entry Costs

Sign365 was designed to cut Group Training Organization data entry costs by stopping the double handling and manual entry of information by office administrators and knowledge workers. The result is that we have saved our customer 1-2 hours a day in work that would otherwise be spent moving forms from system to system (see *figure 1*) (Zapier Report, 2021). We do this by connecting our customers forms directly to their applications.

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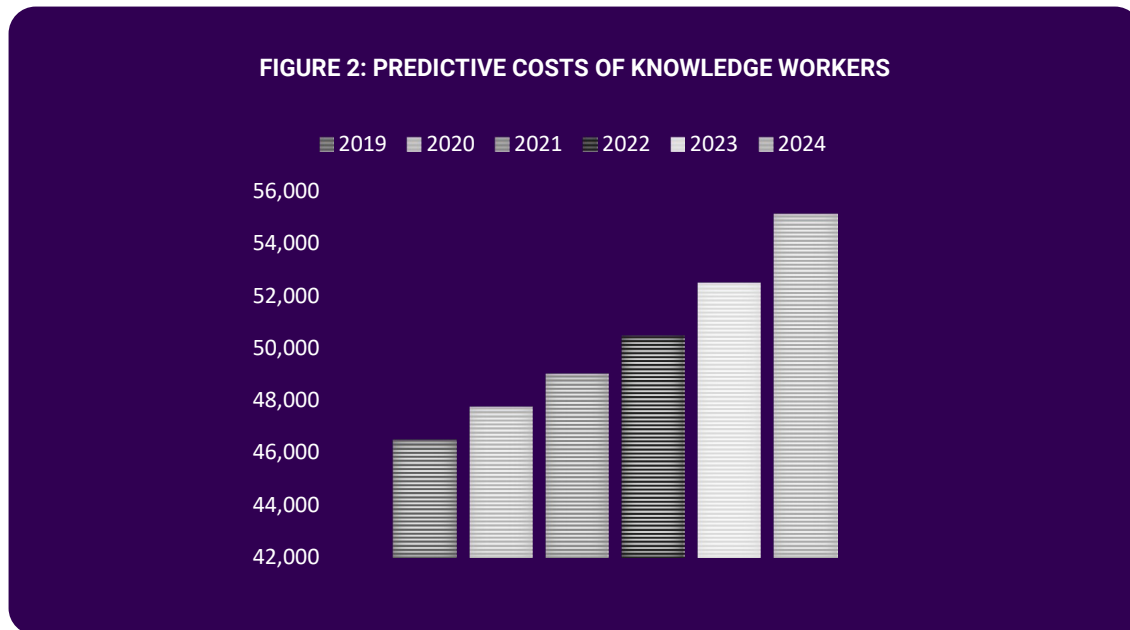
**FIGURE 1:**  
WEEKLY TIME SPENT ON DATA ENTRY

One of our customers is a sizable GTO with a big payroll management application - that they use to manage their trainees. Sign365 connected the forms used to onboard and evaluate their trainees and gave them powers to create documents and move documents into their app. Furthermore, through the reporting that Sign365 offers the client was able to get better visibility into the way that their information was moving.

The solution works by repurposing administrator staff to become administrators of information and not processors of information and repurposes consultants within your organization to be the only entry point to all of your interconnected systems. Office administrators using Sign365 become responsible only to create the forms in a way that they like them and track where the information goes using the Sign365 administration center. This model reduces costs for Group Training Organizations in 2 key areas reporting of information and entry of information.

## The Bottom Line

Data costs something to businesses and we know that it doesn't need to. If businesses were able to control the flow of documents and be able to direct documented information directly to business apps it would eliminate needless overhead and save millions of hours of time and millions of dollars in employee wages.

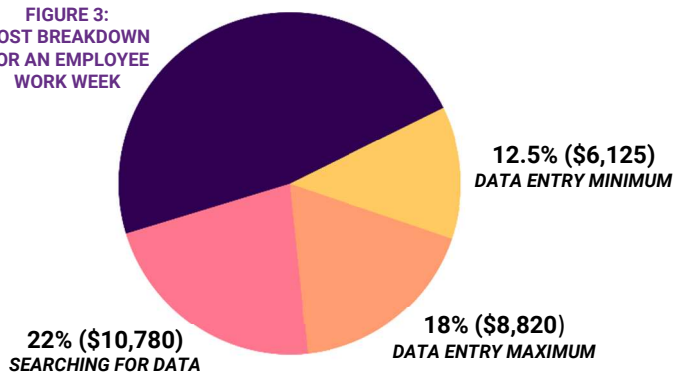


The costs reveal an alarming trend; (see *figure 2*) we can see the cost of employing staff is rising. It is estimated according to PayScale (PayScale, 2022) that the average cost of an office administrator is \$49,000. Looking to 2023 and beyond we are likely to see wages rising with the highest increase that has been seen since 2008 due to the need for companies to retain the talent that they have (Conference Board, 2022).

As with all costs when it comes to employees the costs may not be equal to the value. To elaborate, not all employees are equal. So companies are still not mitigating against costs in areas like informational blunders, or time spent to process the information.

The cost of informational blunders is something to be considered very seriously. So many businesses are inundated with information that it is easy to miss when certain crucial information slips away. In group training organizations key values are found in the information and contacts of apprentices. If apprentice information is misappropriated it means that information could very easily walk out the door and go to a rival company.

FIGURE 3:  
COST BREAKDOWN  
FOR AN EMPLOYEE  
WORK WEEK



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We also know that in the other cases to even find the data or information it takes about 8.8 hours per person per week on average (IDC, 2011). Combining this study with Zapier report concerning 1-3 hours a day that knowledge workers spend on entering data. The results can be alarming. If we are looking at the time spread over multiple employees the costs speak for themselves. Group Training Organizations could find themselves saving thousands of dollars a year.

## Conclusion

Observing the changes in the modern landscape for information has revealed a growing necessity for Group Training Organizations to adapt to new digital systems. Despite using these digitized systems to manage documents and data input within businesses there is still a huge time overhead because more systems add to the complexity of an office administrator's workload. Utilizing Sign365 Group Training Organizations can leverage reduced costs to restructure their office administrators to being solely responsible for the administration and not the processing of the data.

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