NAS Costs Incurred By Users

NAS devices, or file servers in general, have limited capabilities to help organizations with running their businesses. There are costs involved by users attempting to run business processes based upon a set of file stored on these servers. The tragically large list below identifies the unfortunate costs forced upon uses due to this lack of needed functionality.

Cost/Risk	Before Expedite	After Expedite
1. Location Selection The effort it takes to determine where the information should be located.	"Just put it on the T: drive somewhere"	All files of a specific type have enforced locations. This makes looking for information, even directly in the directory structure simple and consistent.
2. Location Duplication Placing information in multiple locations.	Keeping your own copies, making a copy for your laptop so you will have it when you travel, etc. can quickly lead to uncontrolled copies, using the wrong version, accidentally deleting the wrong version, etc.	Expedite will make copies for data integrity, client performance access, version control, etc. but it tracks, controls, and removes these copies as part of its rules enforcement. Users will never use the wrong, incorrect, or out-of-date copy.
3. File Naming Naming a file is very quick and sometimes automatic but the cost here are the consequences of having different naming schemes.	"Why does everyone here use their own naming schemes? What in the world does this one mean? Can't we number these?"	Expedite can enforce any appropriate naming scheme with serial numbering, pattern matching, automatically from a metadata entry like the customer name, etc. All files controlled by Expedite will have the same, consistent names.
4. Storage Costs The actual cost of the storage hardware, setup, maintenance, depreciation, power, cooling, etc.	Since files are rarely deleted, the cost of storage is based upon not only the size of the storage but for all the non-related and non-relevant copies. Users frequently keep multiple copies of information in their disks as well as their email systems.	Expedite controls only one copy of the information limiting the cost of storage to only that which is appropriate. It also identifies information that can be moved, removed, or trimmed to avoid additional storage costs until it is really necessary.
5. Capacity Risk The cost of recovering from an out of disk space problem. This can include down time while it is moved, admin costs to move it, new hardware purchases, reconfiguration of users, retraining of users, failure to find the new location, etc.	Since the information is not controlled it is easy to make duplicate copies, save things far too long, keep files that are no longer needed, etc.	Expedite, due to the fact that is maintains only the information necessary, can reduce the frequency of the capacity problem. It also has services that can be used to migrate the information in Expedite to other devices as required.
6. Access Cost The cost of needing to reference the information but not being able to gain access to it in a timely manner. In someone else's email inbox, I'm on the road and need it remotely, etc.	"Yea, I think I have a copy of it around here somewhere. Try this one. Let me email you this again."	Expedite has many different ways to access information and ensures the most recent version is the one being referenced. Internal as well as external users can gain access to the needed information without risking its integrity.

Cost/Risk	Before Expedite	After Expedite
7. Multiple Copies Cost The cost of first making those copies, knowing which copy is the correct/latest one, removing them later, accessing the wrong copy, etc. Backup costs associated with these copies as well.	"Let me see. I think I put a copy here. I have it named with the date. Now which one is correct? What about this copy? Is that more up to date than this one? I'd better check with Steve. Hey Steve?"	Expedite will maintain a single copy. As people begin to realize Expedite always has the most up-to-date and protected version, they make fewer copies of the files. This can reduce or eliminate the problems with extra file copies. This includes the cost of backing up all these extra copies, which can be considerable when considering media and media handling costs.
8. Synchronization Cost The cost of allowing multiple people accessing or updating information.	"Ok, let me take it for now and I'll make my changes, then when I'm done, I'll email you my copy, then you can make your changes, but make sure you update the main file, and oh, be sure to send the copy to the boss, and don't forget to…"	Expedite can be configured to ensure changes made by multiple people are correctly synchronized with each other so no one's changes are lost. Everyone can tell who is making changes at any one time. Expedite will even update cached copies on remote systems automatically when changes are made.
9. Delayed Update Costs The cost of having to remember to make changes at some future time if someone else is currently using the information.	"Aren't you done updating the file yet? I've got changes that are waiting to get in. When are you going to be done?"	Since Expedite is so efficient and handles all the difficult parts of the process to update information by multiple people automatically, users can very quickly switch who is updating the information and pass it on to the next person virtually eliminating the delayed costs.
10. Email pollution The cost of getting too many emails on a subject, not being able to locate relevant information through the clutter, etc.	"Great. I've got 400 emails on this subject but I still can't figure out the current status of contract."	Expedite can eliminate much of the emails used to keep people informed about the changes to the file. While it can include proper and appropriate notifications, the automated audit log and real time dashboard greatly reduce the need to send unnecessary emails to keep everyone informed.
11. Email Notification Cost The time and effort it takes to be sure to notify the right people at the right time when something changes.	"Ok, now who do I send emails to on this change? Let's put something together. I'd better write down who I send it to so I can follow up with them later."	Expedite can automatically determine who needs to be notified when something happens and can be configured to send them only a notice and a link to the file rather than the file itself reducing the capacity requirements of the email server.
12. Email Follow-up Cost The cost of having to verify that the people were actually notified and they actually did something with the information.	"Ok, go check with Joe and Fred and make sure they are OK with the changes. Did Steve look at this? Better go check with him too. Did we forget anyone?"	Expedite can automatically track who has followed up with a file and who has not. It has a full approval and review sequence that can be used to force users to actually open the file and respond to a question to ensure they actually did look at the information. External users can also be included in these processes via automated emails sent and responses received.

Cost/Risk	Before Expedite	After Expedite
13. **Interruption costs** The cost of having to ask someone or request information from someone instead of locating the information yourself.	"Why do you always bug me about these contacts? Can't you find out this information yourself? Don't you think I have nothing better to do than answer all your questions??"	Since Expedite controls the information and maintains the tracking data and the audit logs describing what has happened in the past, any user can simply look at Expedite and know the status of a file, know who needs to do what next, know what has happened, when it happened, etc. The real-time dashboard will show the summary information about the entire collection of files at a glance.
14. **Forensic Costs** The cost of determining what happened to a file, who did what to it, why the information is gone, etc.	"Who in world made these changes? Are you sure Engineering looked at this? Yea? Who over in Engineering approved this?"	Knowing who did what to a file can be a frustrating experience for normal file servers. Expedite maintains a complete audit log on the every file so users can tell everything that has happened on a file, who did it, and when. It can also maintain previous revisions to allow tracking of changes that were made.
15. **Rework Cost** These are the result of lost information, incorrect or corrupted information, miscommunication, etc.	"Well, I don't know what happened to the file. Just go in and update it again. Do you remember what you changed?"	Expedite goes to great lengths to maintain the integrity of the information. It even keeps extra copies to recover from an actual corruption and will log the user who attempted the corruption. Once a change has been made, Expedite will insure it won't be lost.
16. **Fat Finger Costs** Inadvertently deleting, moving, or corrupting information or its directory.	"Ops! What just happened? Why did the contracts directory disappear? Where did it go?"	One of the most frustrating problems occurs when someone accidentally clicks on the wrong place or gets bumped or "fat fingers" some operation resulting in the deletion or movement of some key information. Users often don't know that even happened. Expedite automatically sets the security settings on all the files and directories to help prevent this from happening. It also can automatically restore the information from a mirrored copy should someone manage to bypass the security.
17. **Search Cost** The cost of locating the needed information in the first place. This can often lead to interruption costs.	"Where did you say it was again?" "It's out on the T: drive someplace" "You expect me to find it out in that mess" "Here, let me see if I have an extra copy of it on my system."	The amount of lost productivity workers experience simply looking for information can be staggering. Expedite has many powerful search functions to greatly reduce the time required to locate items. For instance, the real time dashboard allows searching by process or type of unstructured business object without knowing where the files are actually stored. The metadata can be searched as well to quickly locate all the contracts for a specific customer for example. Since Expedite stores file directly in the file system, all the search features that access files can also be used.

Cost/Risk	Before Expedite	After Expedite
18. Association Costs The cost of trying to keep information that is related to each other together.	"Does anyone know where the word file when to for this contract? All I have is the paper copy and I need to modify it."	Keeping a set of files together is a universal requirement for just about every unstructured business object. Expedite has many ways to maintain a collection of files. It can support the idea of attachments to a file to hold things such as emails, scanned copies of the signature pages, etc.
19. Risk of Loss The cost of having information disappearing or being misplaced. This can quickly lead to interruption costs, rework costs, search costs, etc.	"OK, where did this stuff go? Someone call IT and see if they can restore it from a backup."	Maintaining the integrity and protecting information is a key feature of Expedite. It goes to great lengths to ensure information, once entered, is not easily removed.
20. Corruption Risk The cost of corrupted information or inappropriate or unauthorized changes. Can also occur when the information is transmitted to someone else.	"Every once in a while, and we can't figure out what happens, the files either get lost, changes get lost, or some of the information we were sure was there gets lost. This is driving us crazy!"	Expedite does many things to keep information from being corrupted. It first will automatically set the file and directory security settings as appropriate for the state of the information. It even keeps a cryptographic signature of every file to detect any unauthorized tampering.
21. Unapproved Changes The cost of having changes made to information without an approval process being followed.	"Who made this change? Nobody gets to send anything else to the customer until I see it!"	Expedite can be configured to require a full approval process on each change. Unauthorized changes simply can't happen.
22. Compliance cost The cost of having to ensure your information and processes are in compliance with some type of regulations. This usually means that some type of audit is involved (See audit costs)	"We've had to hire a person just to make sure we are compliant. That really cuts into our profits and we still don't always get it right."	Expedite can guide users through the process with the benefit of doing some of their work for them. Users just follow the steps and management knows things are being followed.
23. Lost work Opportunity Costs These are the collection of costs involved when the user is not actually working. Complaining is an example of this.	"Let me tell you for the next hour why this is such a hassle…"	The best way to get someone to stop complaining is to give them a tool and tell them to set it up to solve the things they are whining about.
24. Overwrite Or Lost Updates The cost of losing a change due to someone else overwriting it with other information.	"Sorry man, it looked like I overwrote your changes. Did you happen to save a copy of the file?"	Expedite can be setup to only allow one person at a time to make changes to a file and to ensure one person's changes can't be lost.
25. Incorrect Version or Copy The cost of using or referencing information that is either out of date or incorrect.	"You mean I based all my planning on this copy and you changed it without telling me?"	The Expedite notification capability can automatically tell the right people of modifications without anyone having to remember who to tell, when to tell, and what to tell.

Cost/Risk	Before Expedite	After Expedite
26. Directory Pollution Costs The cost of having inappropriate or irrelevant information within a directory.	What's all this other stuff in this directory? Who put it in there? What is it? I need to have someone go through this mess and get rid of all the junk.	Expedite was designed to keep less relevant files out of the main directory. One of the key things Expedite can do is move files that are "finished" to another directory.
27. Validation costs The cost of validating information in a file or the cost of not detecting the information is invalid at some later time.	"Why am I wasting my time with all these files that are so screwed up?"	Expedite supports the ability to add custom validators for individual processes. Expedite won't proceed to the next step until the file is validated saving a lot of extra unnecessary work later.
28. Tracking costs The time and effort it takes to keep track of the status of a collection of information.	"Make sure that when you update the file, that you update the tracking spreadsheet." "Yea, but that file is always screwed up and out of date. Does anyone even use it?"	Expedite automatically keeps track of the status of all files under its control. A real-time dashboard always displays the latest status of every file.
29. Deletion costs The cost of actually removing information that is no longer needed. The cost of determining what the information is, what its status is, and if it can be removed. Most of the time, users simply avoid this cost causing other costs to come into play such as pollution costs, etc.	"NOTICE: Could everyone clean out their old files out of the T: drive please. We are running out of space." "groan…"	Expedite can first ensure the important information is retained. Any other information can be removed. Knowing that only the important files are maintained eliminates the need to sift through any Expedite directories to delete anything unnecessary.
30. Archiving Costs The cost of removing information of a collection when it no longer needs someone's attention.	"Listen. I need you to go collect up all of these and make sure we have saved copies of them. It's now required." "Man, these are spread all over the place!"	Archiving is a key part of many processes. Archiving starts at creation. Files need to be controlled and organized right from the start in order in order to be able to correctly archive the files. Expedite not only has built in archiving capability, but it will also archive the entire collection of an unstructured business object including the attachments, metadata, audit log, etc., as a complete set.
31. Scaling Costs Scaling can involve many different vectors and costs. If you are already at full capacity, and the processes you have cannot be delegated, then you will not be able to grow beyond your current size even by adding people or other resources.	"I can't grow because we are already stretched to the limit. I spend all my time working to keep up with everything so how can I do even more?"	Some of the keys to controlling and enabling growth are delegation and process optimization. If you are spending all your time dealing with exceptions and can't train others to do some of your work, you have little chance of freeing any time to work on growth. One reason people give for not delegating is the fear of a drop in quality. Expedite can provide that reassurance that the process will be followed correctly.

Cost/Risk	Before Expedite	After Expedite
32. Security Costs These are the costs of setting up and maintaining the security of your information. This can include many different aspects of security.	"About the best we can really do is sort of setup the file permissions on a global basis. This means every file can be modified by anyone. Do you think that can lead to problems?"	The reality of controlling the security of information is that is it a complex process. They key is that the security settings need to be modified as the process proceeds. Expedite automatically sets up the file's security settings as appropriate for the state of the file as it transitions through the process.
33. Security Breach Risk This is the cost of your information getting into the hands of people who should not be allowed. This can be former employees, your competition, criminals, etc.	"Steve had his laptop stolen on is trip." "Did he have any important files on it?" "How would I know?"	Expedite has may key functions to protect the integrity of the information. Encryption, distributed caching, and careful timing of the removal of files can still allow access to the information but can greatly limit the damage of a breach. For example, Expedite can automatically remove a sensitive file from a user's computer 30 seconds after the file is closed to avoid leaving a copy on the machine.
34. Customer Satisfaction Risk The cost of disappointing your customer due to your inability to accurately and timely respond to their requests.	"Yes, we'll get on that right away. I'll find out what the status is and get right back to you. No, there is no reason to leave us and go with our competitor."	The faster, more accurately, and timely communicate with your customers, the better. Expedite has many different ways to increase the performance, quality, and can insure the customers can be included in the notices of state change of their information.
35. Company Brand Cost The cost of making your company look bad, giving it a bad reputation, losing future business, etc.	"Yea, you don't really want to use that company. They always screwed up our stuff."	If one company has their processes in order and one doesn't, which one do you think will have a better chance to creating and maintaining a better brand?
36. Disaster Recovery The cost of recovering from some type of disaster where your information may not have survived.	"Wow. You don't really know if you are ready for a disaster until one happens."	Expedite can be backed up using any of the standard backup applications. Moving copies of Expedite information and configuration can also be easy be moved to another machine, to another site, or to the cloud.
37. File transfer Costs The cost of transferring information from one location to another.	"We got all the ultrasound images except 2045787 and 2045788. Can you resend them again?"	Expedite has the ability to reliably transfer files. Each block of a file is sent and validated using a cryptographic signature. Any mismatches will trigger a retransmission. The signature of the file is checked after transmission to verify the file has been correctly transferred. Any problems and the file is retransmitted. Expedite has the ability to send an entire collection of files as a set. Once the entire set is transferred correctly and accurately, Expedite can then trigger another process, notify a supervisor, etc.

Cost/Risk	Before Expedite	After Expedite
38. **Incorrect file transfer costs** This is the cost of having a file or set of files to be corrupted when being transferred.	"Hi, can you send that file again? It looked like the file somehow got corrupted."	Many businesses rely on the transferring large amounts of information either from customers, suppliers, vendors, consultants, or other sources. Not having to worry that the files don't show up, show up corrupted, or worse, thinking the file arrived successfully, starting to process it, only to find out the file is no good. All these problems disappear with Expedite. As soon as Expedite is in charge of these file transfers, these problems disappear.
39. **Huge directory Costs** This is the cost of having a very large number of individual files located in a single directory.	"Man, I can't find anything in here."	Sifting through huge directories can be a challenge using typical operating system tools. Expedite provides the ability to handle large collections of files, to search through them much more efficiently, and can even break up the files into sub directory. Handling tens of thousands of files as a collection can be a real challenge. Expedite is a much needed tool to manage these large collections.
40. **File Aging Costs** As files age, their relevance changes.	"Look at all the files in here. Are any of these important anymore? I can't find anything in here."	The aging of files is actually the natural progression of the information lifecycle. Managing files that naturally age, including removing them, moving them to different locations, archiving them, or preserving them, is an important part of managing information and can be done via Expedite.
41. **Data Abandonment Costs** The cost of having to deal with information that may have been abandoned.	"I know there are some things here I have to deal with but what is all this other stuff?"	Abandonment is actually one way the lifecycle of information can come to an end. Expedite has a way to take either individual files or entire collections and officially remove them from the system. This keeps more important or more pertinent information from being diluted.
42. **Directory and Information Avoidance Cost** This is the cost of people not actually using the information that is being stored because it is so painful to find anything. Instead they may regenerate it, locate someone else to get them the information, such as another employee, the customer, the vendor, etc.	"I'm not venturing into the T: drive. No way. It's easier for me to just generate it again."	Trusting information is a key criterion for it to be used. If people begin to lose trust in the information, it will become abandoned. Expedite, through its efforts to maintain the integrity of the files and its multiple access methods, quickly develops this trust. Users know that the file is easy to find, is always in the right place, is protected so it won't get corrupted, etc. People actually use information they trust.

Cost/Risk	Before Expedite	After Expedite
43. **Confusion Costs** Having to relearn the process when it's time to run it again. It's either too complex or not run often enough to know how to run it effectively.	"I did that last year but I can't remember what we were supposed to do."	The process guidance provided by Expedite allows users who haven't done it recently to successfully operate on the information. Also, Expedite can be configured to remind users that the process that is not done very frequently needs their attention.
44. **Management Summary** Management always wants to know what is going on. The costs of creating a management summary can often impact the ability of the staff to actually complete the process in a timely manner. Can lead to the inability to actually manage the process.	"Say, can I get an updated spreadsheet showing the status of everything by the 2:00 staff meeting?"	Managers need information in order to control processes. Without an automated way to find out what is going on, users can get saddled with the task of creating the spreadsheets, reports, or memos needed. However, this can take away from the workers ability to actually perform the tasks that are being tracked. Expedite has the ability to maintain this tracking information and provides the needed summary information (and notifications if necessary) without any additional effort. These reports are always correct and always up-to-date.
45. **Restore Costs** If information is lost or misplaced, restoring it can involve lost time, interruptions, shift of other duties to perform the restore, etc.	"I don't know how it got lost. Call up IT and see if they can restore it. Do you remember what it was called? Do you know when it disappeared? They're going to want to know that…"	The funny thing about backup is that no one ever wants to perform a restore. This can be an expensive, time consuming process that is, unfortunately, sometimes unsuccessful. Expedite maintains the integrity of the information in many different ways including an automatic mirror recovery should the file become corrupted. The best way to avoid restore costs is to not lose it in the first place. Should it be lost, Expedite automatically restores the file in a matter of seconds and records in the audit log the user who lost it totally eliminating the restore costs.
46. **Preservation Costs** The cost of making sure the information is preserved correctly, completely, and is stored in a location where it won't be lost. It may also require multiple locations, refreshing the media or storage technology periodically, etc.	"We need to make sure we keep this stuff for the next 10 years. Make sure you collect up everything and kind of "wrap it up" if you know that I mean."	Expedite can be setup to handle all the different challenges of preserving information. The key to preservation is that the information exists when needed and that someone can make heads-or-tails out of it when the find it. Expedite has the unique potential to provide all these required services.

Cost/Risk	Before Expedite	After Expedite
47. Response Time Costs Lose focus, go on to other things, abandon the use of the system, etc. For cloud storage, this often leads to the creation of separate copies of the information outside of the system's control.	"Yea, keep your own copies of this stuff. Ever since we went to the cloud, it can take forever to open these files."	Expedite has several methods it utilizes to handle the problem of accessing information across an internet connection. Protocol optimizations to a complex distributed caching system are used to limit the potentially long download times for accessing information on the cloud. Expedite also has the potential to "pre stage" files on the user's machine in anticipation of their use. For example, if a user is to approve a document, Expedite knows this and can send a copy of that file directly to the user's workstation knowing that user will soon access that file.
48. Control Abandonment Costs The cost of people simply avoiding the use of a well-intentioned but annoyingly complicated document management system.	"It is such a hassle to use that new system. I have go click on so many links. And for my applications to use the file, I have copy in a temporary directory anyway. Why don't I simply copy it there and leave it there. That is a lot easier!"	Because Expedite maintains the files within a user-accessible directory structure, users can simply access the files like they do now. Some even say they don't use Expedite, they simply access the files. Well, Expedite is standing guard over the information to ensure those users have the right data, can find it when needed, and don't or can't accidentally delete or corrupt the files.
49. Numbering Costs The cost of getting a number such as a part number, sequence number, tracking number, etc. for some information.	"OK, to get the next serial number to have to edit this file. Someone is almost always using the file to look things up so you have to find the person with the file open and ask them to close it. Then you quickly edit it before someone else tries to edit it and you both try to use the same number. Don't let that happen…"	Expedite can surround the file used to record these types of numbers with the correct controls so users don't duplicate numbers, can always access the file even if someone else is updating it, and keeps a record of who did what to the file. Some people find that Expedite is worth the investment if only applied to this one file."
50. Mistrust Costs When the users begin to mistrust the information source, they naturally go to some other source. This is the beginning signs of the information abandonment costs.	"I know it is out on the T: drive but I'm going to call Steve instead. He knows what I need."	Mistrust of information usually comes from a loss of information integrity. Just a few small issues can lead to disillusionment by users who then avoid the information source. If even a few people stop using the information, a snowball effect will start. Users don't update the information so it becomes out of date. Since it is out of date, more people don't trust it. Expedite goes to great lengths to ensure none of these information integrity issues ever become a problem.

Cost/Risk	Before Expedite	After Expedite
51. **Missed Deadline Costs** These are the consequences of missing some type of deadline. Often this results in lost revenue, opportunity, customer satisfaction, and brand impact as well.	"Look, if you can give us just a few more days…"	Deadlines are when any business team gets tested. This is where shortcuts are made, process steps are skipped, and mistakes can be devastating. Having a system that can automate these processes and ensure the steps are followed, the information is verified, and the right people are notified and reminded, etc. are key to handling the pressure at crunch time. Expedite can be an added member of the team keeping everyone efficient and out of trouble.
52. **Management Reminder Cost** This is the cost of managers having to remind their people to be sure to follow the processes in an accurate and timely manner. This can lead to Priority conflicts (you want it good or fast, pick one), employee disgruntlement, etc.	"The beatings will continue until the morale improves around here!"	People are human. When under stress they can skip things and make mistakes. Reminding them all the time is a lot harder and generally less successful than if the process steps are simply automated in the first place. Expedite can provide the needed level of automation and verification so managers can move on to other worries. Their list is long enough as it is.
53. **Not making money cost** This is the cost of doing some task that keeps you from making money.	"They closed because they spent too much money not making money."	Spending too much on applications and solutions that are too large is too common these days. Because of the unique architecture of Expedite, it can be deploy at a considerably lower cost than many comparable systems. Also, Expedite can be incrementally deployed allowing small success to build to more success.
54. **Meeting costs** The cost of getting people together in order to facilitate the required information management functions such as agreeing on something, approving changes, etc.	"Get everyone together for the meeting to go over the changes so we can get everyone's approval."	No one ever made money by shipping a meeting. While meetings have their place and are often necessary, Expedite can manage many of the functions normally associated with these tasks automatically and within the individual's schedule time constraints. Leave the meetings for the important things.
55. **Responsibility transfer costs** The cost of trying to get another staff member "up to speed" on some function.	"Doris is going on vacation. Work with her so you can cover for her while she's gone."	Often individuals have their "own way of doing things" and transferring that as well as the wisdom that comes with experience can be difficult. Encapsulating a process within Expedite is an excellent way of formalizing any process as well as simplifying it to allow others to take over should the need arise.

Cost/Risk	Before Expedite	After Expedite
56. **Experienced people vs. entry level costs** The cost of having to use and pay for highly skilled people to do a function that should be done by lower cost entry level personnel.	"Can't we have some of the lesser paid people help you out?"	Everyone is looking for ways to cut costs and be more productive. Using less skilled labor to perform tasks normally done by the experience people is a common way to reduce these costs. Expedite can provide the sets of controls, protections, and validations so less experience people can operate a particular process. Should there be a problem, Expedite has the correct history and tracking information to back out things should the need arise. The key is that the experience people can now focus their skills on larger, more complex problems.
57. **Anyone answer a question costs** The cost of having your entire staff engaged in the quest to answer a question when that answer should be available from the computer	"Does anyone know the answer to this question?" "Let me ask Steve" "Joe might know, get him on the line."	Everyone has seen the sometimes simple question or request start a ripple effect within an organization that interrupts and can tie up the staff until it is handled. Expedite has the ability to provide much of the oversight and history that are required to answer these types of questions quickly and efficiently without getting the entire staff involved.
58. **Setting ACL costs** The cost of setting the powerful, but complex security setting on information correctly based upon the state of the information.	"No, we set the access control lists for entire directory trees, not individual files. You know how hard that would be to do this at the file level? Come on…"	In order to truly maintain the integrity of a set of files as they progress through their lifecycle, one key function is the setting and upkeep of their individual permissions. Because that process is so complex, it is rarely ever done on a file basis. Instead, it is done at a very broad scope. Unfortunately, this can lead to loss or corruption of the files, incorrect or invalid access to information, etc. Expedite automatically manages this complex process for every file under its control. Expedite will automatically adjust the settings as the file progresses through its process as required. This is a big leap forward in the security of the information over what is provided by a typical file server.

Cost/Risk	Before Expedite	After Expedite
59. **Modification by two people waiting costs** The downtime cost when one user is making modifications to some key information and a second user must wait.	"Hey, when are you going to be done updating that file? I've got changes to make too you know…"	If done manually, the hand off of a file to allow someone else to make changes can be painful. Because of this, users don't want to perform that hand off very often. This can cause a user to have to wait to perform the update while another user is "hogging" the file. With Expedite, the process to perform the handoff is simple, automatic, and handles all the situations such as if a person has the file open read only, has a cached copy on their machine, etc. Because this is so easy to do with Expedite, users don't have to wait for each other when performing these changes.
60. **Audit prep costs** The cost of preparing for an audit.	"Ok, the audit is tomorrow. We won't have enough time to make sure everything is in order."	Expedite keeps things in order so you are always aware of your ability to survive an audit. Your information will always be organized, maintained, and searchable to facilitate preparing for an audit.
61. **Audit costs** The cost of actually performing an audit. This includes the number of people involved, the cost of these people not performing other useful work, etc.	"Ok, we are ready. We have three people here all ready to dig into the file cabinets to find you anything you need."	Auditors tend to like Expedite because all the information they need to see is very easily accessible, can be located quickly, and has the log of all activity on the file maintained automatically. Providing a good "first impression" to an auditor is a good way to set the tone of any audit.
62. **Audit failure costs** The impact a failed audit can have including action items, process changes, down time, rework, etc.	"Well, here is the damage. This is the list of things the auditor found…"	Depending upon the industry, agency, or situation, failing an audit can have dire consequences. Production shutdowns, product recalls, expanded inspections, process updates, etc. can be very costly to any organization. Expedite has the ability to reduce the risk of an audit failure due to lack of process controls.
63. **Internal auditing costs** The cost of periodically ensuring the integrity and completeness of your information.	"Go randomly pick a few of these and make sure they have the associated information with them"	Expedite can support additional reporting functions, even through independent means, to provide ways of verifying the information as part of an internal audit function. Instead of just randomly checking, why not check every one? Expedite has the ability to ensure that ALL the data is correct.
64. **Litigation costs** The cost of identifying, filtering, controlling access, etc. during legal actions.	"Hey, the lawyer wants to talk to you…"	Having accurate records is something that can help in litigation issues. While Expedite, or anything else for that matter, can keep the lawyers away, having complete, accurate records including copies of everything can help your side defend itself. Expedite also records cryptographic signatures to help ensure the information is genuine.

Cost/Risk	Before Expedite	After Expedite
65. eDiscovery costs The cost of maintaining information so it can be recovered in a timely enough fashion that it can be reviewed and filtered to respond to a discovery motion.	"We just got a discovery motion…"	Being able to provide information as part of a discovery motion requires that the information first be located, and then sifted through to ensure that only the required information is given. Expedite greatly simplifies and speeds this task since it keeps all the information organized in the first place.
66. Protocol encryption The cost of ensuring communication protection when accessing information outside the normal security boundaries (e.g. access while traveling, at home, or via an outside user.)	"We need to put in a terminal server so we can access the information on the road."	While terminal server services are useful, they can be expensive often requiring an additional server, upgraded licenses, etc. Expedite can provide the needed access and security and can operate over a virtual private network (VPN) very efficiently.
67. Indexing costs The cost of identifying information that is being ingested into a system. Typically from a scanner.	"I've scanned all this stuff in but now I have to figure out a way to file it. What a hassle…"	Expedite has facilitates to help users identify information being ingested into the system. The files can be put into staging directories that are associated with the appropriate process. Expedite can ensure those files are proofed to ensure a good scan, prompt the person for the required tracking information, and can automatically file it within Expedite.
68. Document management server being down risk The impact on your personnel when the server used to access the information is not operational.	"What do you mean the software is down? I need to get access to that information. I have a client on the line right now!"	Expedite has the unique architecture that allows users to simply access the files directly through a mapped drive letter should Expedite not be operational for some reason. Files can be automatically mirrored to another machine to allow continued access if the entire server failed. Expedite will automatically check and detect file modifications while it was away and help an administrator decide which version to use.
69. Vendor lock in costs The cost of being stuck with a particular vendor because their application has complete ownership and control of your information.	"We'd love to get out from under this software but the hassle of pulling the data out and putting it somewhere else is simply too big. I guess we will keep paying their maintenance fees forever…"	Expedite does not take your data and lock it away. It places it onto a file system that can be accessed directly. It names the directories and files things that make sense to you. All the metadata is also exported nightly into XML format. You will never have your data "held hostage" by Expedite.
70. Encryption costs The cost of encrypting information correctly, appropriately, and with the right keys.	"We don't encrypt anything here because it is such a hassle."	Expedite can automatically encrypt information based upon the process settings for that file. This is especially important if the Expedite server is located in the cloud. Sensitive information will automatically be encrypted right at the user's workstation before ever being uploaded to the server.

Cost/Risk	Before Expedite	After Expedite
71. **Key management costs** The cost of maintaining the encryption keys for your people.	"Maintaining encryption keys has always been a real painful part of encryption."	Expedite facilitates the generation, dispersal, and updating of encryption keys. Just like the keys to the building, a master key is made and copies are given to the right people. If someone loses their key, or gets fired, you rekey the locks. Expedite does the same thing with your information.
72. **Application development costs** The cost of developing an application for a particular process because commercial applications don't completely meet your requirements.	"Can't we find some application out there that can match our simple needs? I don't want to spend the dollars to develop some custom application…"	Businesses have been using files to run their businesses since the invention of paper. Often, a process run by Expedite is plenty powerful to handle the needs of a process without having to revert to some complex commercial product with too many features you won't use or to have to develop a custom application with all of its associated risks and costs. Often, getting a process automated to 80% is just about right. More than that requires a very complex and expensive system. Wouldn't you rather have a bunch of processes automated to 80% than a single process automated to 90%?
73. **Application integration costs** The cost of integrating a process with an application. This also includes the impact of not having the application integrated.	"We have these four applications and none of them talk to one another…"	Expedite has the ability to first automate many functions, not just one. These functions can share information, update each other's tracking data, etc. Expedite also has many ways to talk to other applications as well such as automatically pulling the list of customers from an external database and using that as a pull down selection list for a metadata entry.
74. **Multiple information management** The cost of maintaining more than one set of identical or related information.	"It's either on the T: drive, in my email inbox, or maybe in the cloud. If you find it and change it, make sure you do it in both places and don't forget to email me a copy."	Most organizations already have a repository. It's called the file server. They don't need another one. It's like the man with two watches never knows what time it is. What is needed are the controls and organization of the information on the file server. That is the functionality provided by Expedite.
75. **File update costs** The cost of updating a file with information from other sources such as other files, tracking information, external databases, etc.	"Here is how you do it. You make a copy of this file and then you go through it and fill in all the entries that are outlined. See these? You have to enter the customer's name everywhere where it says Customer."	Expedite can utilize the capabilities of tools such as Microsoft Office to automatically update fields or cells within the file with the proper, validated entries.

Cost/Risk	Before Expedite	After Expedite
76. File template costs The cost of creating and maintaining the integrity and use of templates for creating information.	"You know that template you sent me? It's got some weird fonts in it and a couple of macros that run automatically that screw up my file!"	The templates used to create new files are essentially empty or boiler plate versions of various file types. These files are controlled with a required approval process to ensure they do not become corrupted. New files can automatically be created from these templates. Key processes can limit the selection of the template choices to ensure the files start off with the correct setup.
77. Cut and paste cost The cost of relying on modifying a previous version of a file with new information reliably.	"Say, the client called and wanted to know why his competitors name was in the quote we sent him." (true story!)	Expedite can be setup to automatically fill in any required fields within the template so that things like the customer name are always setup correctly.
78. Collaboration costs The cost of facilitating the efforts of several team members on a common task.	"Isn't collaboration simply mean being able to see the same file at the same time?"	Many vendors view collaboration as simply the ability to access the file by the right people. However, collaboration involves much more than simply accessing the information. Being able to assign work to a user, have them be automatically notified, having them pass it on to the next stage after it is verified, etc. is where the real power of collaboration begins. Expedite can facilitate many of these more powerful aspects of collaboration.
79. Data governance The cost of setting and enforcing policies on certain types of information within an organization.	"Corporate says that we need to handle all of our patent filings this way. OK, so how can we be sure this happens?"	Deciding how particular types of information are to be managed is only the beginning. Having a system like Expedite that will automate that governance is where the real value lies.
80. Non-repudiation costs The cost of ensuring key information has not been modified and methods are in place to prove the information has not been modified.	"How are we going to be able to ensure the information hasn't been tampered with? Are we going to have to buy specialize storage hardware for this? What is that going to cost?"	Expedite can record and verify cryptographic signatures of every file to be able to detect if the file has been modified. These signatures are automatically generated and recorded.
81. Verification of access cost The cost of knowing that a particular person actually did access some information and when.	"We have to prove that these people read the document. Go around and get their signatures on this piece of paper." "OK, if you say so. What am I supposed to do with the signature page when it's filled out?"	Expedite can automatically identify, track, notify, and insure that the right set of people were notified of the need to read the key information. A audit log entry is automatically made and Expedite can even tell how long they read the file before responding to the dialog saying they read it.
82. Rendition costs The cost of creating a different form of something that can be used by others (e.g. creating a pdf from a Word document)	"Make sure we have a pdf for that file and make sure we only send that to the customer. Remember when they tried to change the file behind our backs and what a hassle that was?"	Expedite can be setup to ensure that a rendition of a file is created. By setting up the system correctly, those renditions can be the ones that outside people interact with, not the "original" copy.

Cost/Risk	Before Expedite	After Expedite
83. **Retention costs** The cost of identifying what to keep and making sure the information is saved.	"I don't have time to sift through all this stuff. Let's just keep a copy of everything." "OK, but how do you know that we have everything?"	Expedite has many different features to ensure that key information can be retained can controlled as required. Even the deletion process ensures a copy of the complete set of data for a file is saved (e.g. all of its metadata, attachments, previous revisions, audit logs, etc. are all saved.)
84. **Best practice development costs** The cost of trying to develop your own best practice for a particular process. This can be very expensive and time consuming to try different methods.	"I don't have time for my people to figure this out. Surely some has done this before. Can't we simply do what they do?"	Expedite has already worked with many different companies to setup and improve key processes. It also has the ability to export a process from one Expedite system and allow another system to import it, thus benefiting from the collective experience of all the users.
85. **Drag and drop cost** The cost of moving or copying large amounts of data into a collection without any limitations, controls, or tracking.	"Why do we have all this other stuff in this directory? Who did this? Is it important?"	Expedite can control the import of information so large numbers of files can't simply be dropped into a directory. Expedite can also allow the bulk import of large numbers of files but these must follow the guidelines setup for the process such as filling out the required tracking information (metadata).
86. **Email associations costs** The cost of trying to determine and maintain the emails that are associated with a particular file.	"Where is that email from the customer on this contract that says it was OK to make this change? He is not saying he didn't authorize it so he doesn't want to pay for it!"	Expedite has the ability to attach copies of key emails to the main file itself. This greatly simplifies the management of and later referencing key emails associated with the file. The emails can easily be located and are archived as part of the complete file set.
87. **Unauthorized modification costs** The cost of a modification from someone who shouldn't be allowed to perform the modification.	"Who in the world changed this paragraph in the contract? Do you know how much that is going to cost us?"	Expedite can be configured to only allow a limited set of users the ability to modify the information. At the same time it can notify others that are involved with the information whenever it changes to ensure they have the information but can't modify it.
88. **Invalid data ingestion costs** The cost and consequences of including invalid or unrelated information within some collection.	"OK, who just uploaded these pictures? Do we really need all these photos of a manhole cover?"	Expedite can insist that when a file is ingested or attached, that it be identified. It can even be configured to not allow certain types of data, or even allow any files to be imported. Instead they have to be created from a specified template. Simply dumping a "pile of files" in with important information is not allowed.
89. **Incorrect version reference** The cost of using out-of-date information.	"You mean that I have been using the wrong file to generate my quote? Why didn't you tell me you changed the design?"	Expedite insures that when a user references a file, they get the latest version. Users can even be notified when the file changes. Outside users can automatically be sent a copy of the file when it changes.

Cost/Risk	Before Expedite	After Expedite
90. **Completeness costs** The cost of collecting and ensuring the complete set of information exists.	"Do we really have everything in this set of documents? Are we missing anything?"	Expedite can be configured to ensure the complete set of information is included, that all the files exist, and that nothing is missing.
91. **"I never saw that" problem** The cost of not ensuring the proper communication has occurred to the right people.	"I never saw that." "Well, I sent it to you last week." "Hey, I never got it." "I'm sure you did…"	Expedite has the unique ability to track and record when a user opens a file. A required response can also be included to verify that the user did understand and agree to the notification.
92. **Process compliance costs** The cost of ensuring you and your people follow the correct procedure to ensure compliance.	"I know my people are taking short cuts or avoiding work that is a pain. I hope they are complying with the processes we have setup but I have no real way to tell."	Expedite can ensure that uses follow the process every time. It helps the users by automating many of the steps they would normally have to do. If it is easier and faster to be compliant, you never have to worry about it.
93. **Management Nagging Costs** The cost of having to keep on your people to ensure they follow the procedures you have so carefully outlined for them.	"Why do I have to keep on these people to remember to do it right?"	Management can gain an up-to-the-minute status of any of their processes without the need to interrupt anyone. They can also be notified when critical state changes are made such as when a proposal is accepted or a contract is approved.
94. **Regulation costs** The costs of ensuring the proper procedures are followed in order to be compliant with a regulation.	"Trying to be compliant with these regulations is killing us!"	Complying with just about any regulation requires good record keeping. You know you are doing the right thing. You just need to be able to prove it. Expedite is a cost effective way to
95. **Updated regulation costs** The cost of managing the impact of a change in an existing regulation that impacts a particular process.	"The new standard for this year's regulations came out. Take a look at this one. That one's going to cost us!"	Regulators regulate. The more they regulate the more work you have. Ensuring you are compliant to new regulations can sometimes be simple additions to Expedite. Clearly having a control over the process can make integrating changes to the process much easier.
96. **Outside interaction costs** The cost of including people outside your immediate organization in a particular process.	"It would be so much better if our vendors could simply access this information themselves so they won't bug me for it all the time."	Keeping outside people involved in your activities without sacrificing the security of the system has always been a challenge. Expedite has many different ways of including people outside your organization while limiting their access and maintaining security.

Cost/Risk	Before Expedite	After Expedite
97. **Exposure to information by outside users** Normally, information should not be exposed to anyone outside the company but there are instances where this is desirable and/or necessary.	"Great. My vendors can't access our system directly so I have to manually send emails back and forth to all of them. How am I going to keep track of all this stuff?"	Expedite has many different ways to include users from outside your organization in the process. Email notices and responses can be automated, remote access to the information, as well as several other methods can be deployed to ensure the external users do have the proper access to the information without compromising the security of the system.
98. **Gatekeeper costs** The cost of having to assign a person to watch over information so it will not become corrupted.	"You have to talk to Doris. She is the only one that can add files to the system."	Expedite is its own gatekeeper. It can validate information that is entered, it can track who did it, and can even remove information that was incorrect or inappropriate. No individual needs to keep the information flow under control.
99. **Process improvement costs** The cost of trying to make improvements to a process that might not be controlled in the first place.	"We don't even have this process documented and I'm sure everyone does it a little differently. How are we going to improve this?"	Expedite itself is often a huge process improvement. Changing the process is now much easier. Reports can be easily created to show quantitatively how the process is currently being followed.
100. **Single staff expertise costs** The limitations of only having a single person who is qualified at performing some critical function.	"Hello Doris? Yea, how is your vacation? Great. Say, do you have a second for a question. It will be really quick. I promise."	If only a single individual knows how to run a particular process, the organization is running a risk that the process will either stop or be compromised should that individual not be available. Automating these types of processes within Expedite ensures others will have the ability to perform those operations if that person is not available.
101. **What needs my attention problem** The cost of trying to figure out and keep track of which files need your attention.	"I see hundreds of files out there. Which ones need my attention? How am I supposed to know that?"	Expedite's simple, yet powerful, dashboard displays all the entries that need attention on one page. Users simply have to click on links and are directed to those files that do need their attention. Should users forget or overlook their request, Expedite will politely remind them of the need to perform some task.
102. **People forgetting or ignoring requests** The cost of trying to keep track of and ensuring the process is followed.	"Ah, you forgot to look at this change and you're holding everything up."	Expedite notifies, tracks, and reminds users to ensure the process steps do not stall or are forgotten. This is done automatically by the system. No individual has to be the one constantly on people's backs to keep the process running.

Cost/Risk	Before Expedite	After Expedite
103. "Playing the heavy" problem The cost of enforcing policies on your staff.	"I really hate tracking down these people to remind them to get their jobs done on time…"	Expedite can be programmed to automatically send reminders to people who forget or overlook something they were supposed to do. If people complain about it, you can say that this was the criteria we all agreed upon and the system was simply setup that way. If you want to change the times, we can have a meeting to discuss it.
104. Escalation costs The cost of bringing a problem to the attention of the next higher level of management.	"Oh crap, now what have you brought me this time…"	Managers don't like to be left out of the loop but also do not want to be hassled unnecessarily. One example is that a CFO may not want to be involved in any purchase order under a certain dollar amount. However, over that amount, they demand the final say. Expedite has the ability to include upper management when the proper time comes.
105. Resistance to change costs The cost of delaying the benefits of a process change due to resistance by staff.	"Oh no. You want us to do what now? That is going to take forever? Why do you need that? Who said to do this?"	Expedite supports the modification of processes and functions that can either simply enforce the change or hide it from users so they may not know the change even occurred.
106. Corporate Committee Delay Costs Many corporations limit the tools individual departments can bring in on their own in order to limit the amount of IT support is required. To that end, they setup corporate committees that study the situation and attempt to make recommendations to some single solution for the entire company. This can lead to huge delays in providing solutions and often times leads to the problem of one-size-fits-all solutions that end up working for no one.	"Are they setting up a committee to look into how they are going to provide our needs? That is going to take forever! What do we do in the meantime?"	Expedite is low cost enough that it can be brought in at the departmental level to solve problems unique to that group. Expedite's unique ability to manage a broad set of problems across multiple departments means that a single solution (Expedite) is applicable across many different groups. Adding a new solution using Expedite is also much less expensive and complex. Expedite can also be deployed very quickly to allow departments to realize its benefits much sooner.
107. Information Requests Costs The cost of finding, packaging, protecting, and distributing information upon request.	"We waste a lot of time when one of our client's asks us for copies of all their information."	Expedite can be setup to automatically send copies to users. It can also handle the remote access of the information by outside users such as customers, vendors, etc., so they can get their information and only their information.
108. Expungement Costs The cost of actually getting rid of all the copies of information.	"We need to make sure that we have all the copies of this memo gone from our servers. How long is that going to take?"	Expedite can be setup to remove information to ensure it is no longer available.
109. Process Failure Continuance cost The cost of having a problem with a step within the process but going to the next step in the process anyway without resolving the issue first.	"Why do these people keep sending me this when it is filled out incorrectly? All that does is waste a lot of my time."	Expedite can be programmed to verify and validate information before it is passed to the next person. This saves time, gives the feedback much sooner, and avoids the unnecessary time lost.