



James C. Just, Partner

Madison, Wisconsin

Overview

Mr. Just has fifteen years' experience in ECM and business process redesign, the last eleven in consulting practice. Mr. Just focuses on helping organizations define requirements for, and selection of, productivity enhancing technologies and their application for business process optimization. Mr. Just has worked with organizations such as Bostik, Inc., Loyola University, Blue Cross Idaho, the City of Madison and others including clients in manufacturing, city/county governments, insurance, and diversified multinationals.

Mr. Just's diverse experience in business and computing environments, records management, and process management gives him a unique perspective on business problems with insight into creative ways of solving them. Mr. Just specializes in assisting clients through the process of requirements definition, technology assessment, vendor selection and business process optimization.

Significant Projects

Mr. Just has led many enterprise projects. The following is a sampling with brief descriptions of some key projects. Additional details are available upon request.



Blue Cross of Idaho had been using limited ECM functionality since 2000. In 2006 and 2007 the number of imaging application was expanded significantly. Before continuing to rollout applications and expanding into enterprise workflow and records management, BCI engaged IMERGE to review all company operation and the existing technology infrastructure and recommend high-value projects and the value proposition for moving ahead with the current or a new ECM/ERM solution. IMERGE delivered a detailed analysis of all departments in the company together with a cost/benefit analysis and an assessment of the current technical environment. It was determined to replace the ECM infrastructure. Using the IMERGE methodology, Mr. Just wrote the RFP and mentored BCI through the RFP evaluation process.



Blue Cross and Blue Shield of Delaware was microfilming claims and supporting documents and desired to move into the digital era. In 2004 Jim Just was engaged to gather company-wide functional and technical requirements for an ECM solution, to identify and prioritize high-value projects and to establish the value proposition for moving ahead with the

ECM procurement. IMERGE delivered a detailed analysis of all departments, requirements for the ECM RFP, and the cost/benefit analysis. It was determined by management to move forward with the ECM procurement. Using the IMERGE methodology, Mr. Just wrote the RFP and mentored BCI through the RFP evaluation process, worked with the BCBSD team to build a demonstration script, mentored the demonstration and final selection process. Beginning in 2005, BCBSD implemented their ECM solution.

Bostik, Inc.



Bostik, Inc., a world-wide supplier of specialty and construction adhesives, engaged Mr. Just in 2003 to assess the need for ECM technologies across the organization. The merger of Boston-based Bostik Adhesives and Milwaukee-based Findley Adhesives resulted in a blending of information systems and business processes which, when combined with staff reductions, required reassessment of work processes. Mr. Just performed an assessment of the organizational needs and delivered an assessment report. Based on the findings, the Bostik team determined that ECM technology made sense. Mr. Just was engaged to manage the procurement process. Using the IMERGE methodology, Mr. Just developed an RFP, issued it to qualified vendors, developed the RFP scoring matrix, developed a demonstration script and demonstration scoring matrix and moderated vendor demonstration. After selecting a finalist vendor and alternate, Mr. Just assisted the team in developing a final cost justification analysis.

Mr. Just was further engaged for implementation oversight in 2004 and has continuously worked with Bostik working with the end user community to identify new ways of using ECM in the organization, defining new applications, and working with the IT group to rollout the new applications.

In early 2007, Mr. Just led a project to convert the existing ECM applications (about 10) to be compatible with Bostik's new ERP business system. The design of the ECM from its inception was to leverage existing data sources for validation and automated indexing, the conversion required new ERP integration scripts, new automatic ERP output capture routines, new end user training and new scanning functions.

In early 2009, Mr. Just led the project to upgrade the ECM solution and Kofax Capture scanning infrastructure which had not been upgraded since implementation. The upgrade included new scanners, new server infrastructure, Citrix, VMWare, new web client and ancillary upgrades. The upgrade was completed on-time and was virtually unnoticed by the end user community.



LUC issued an RFP for consulting services in February 2007 and IMERGE was successful in earning the project; Jim Just provided the consulting services. LUC has three ECM systems in place, primarily for scanning and retrieval, including the primary system that has been in use since 2001 in Enrollment, Admissions and Financial Aid. With the multiple systems and the desire by more groups to come on-board, LUC

wanted to establish an enterprise approach to ECM. IMERGE performed a business and technical assessment across a broad range of administrative department at the University to establish the value proposition for the enterprise approach and the requirements for an RFP. Mr. Just also analyzed the viability of the existing ECM systems. The project continues with RFP review, vendor demonstrations and site visits with a decision in early 2008.

Beginning in August 2009, Mr. Just will lead the ECM and workflow implementation analysis for Loyola's Accounts Payable and Payroll areas.



Palm Beach Community College had had two failed imaging projects over the course of 7 years at a cost of over \$1,000,000. IMERGE was engaged through a RFS process to determine the value of implementing enterprise-wide ECM across the four campuses. The college board determined the value proposition had merit and approved a 5-year budget of \$1.8MM. Mr. Just prepared the RFP and mentored the college through the procurement processes including preparing and scoring the RFPs, scripted demonstrations, and final contract negotiations. Mr. Just analyzed the college's key admissions and financial aid processes developing current and future state process maps. As part of the implementation oversight, Mr. Just and the college implementation team worked through the future state process designs with the selected vendor; the resulting future-state process were implemented simultaneously across four campuses using workflow and imaging substantially as designed.

In parallel to the RFP process for the ECM/ERM solution, Mr. Just developed with the Registrar an RFP for conversion of the existing 1.5MM pages of paper student records to images. Mr. Just also developed the conversion procedures from box labeling through quality assurance.

**McDonald's
Corporation**



McDonald's Corporation had a significant information sharing issue associated with the paper franchise files dating to 1953. Mr. Just performed a business process optimization study for Franchise Operations including current and future state business process maps and an ECM feasibility analysis. The study led to procurement of an ECM solution; Mr. Just participated in all phases of the procurement including primary responsibility for business case and RFP development, moderated vendor demonstrations, and mentoring the vendor evaluation process.

Following procurement, Mr. Just assisted with testing and implementation management and mentored a team through the evaluation and selection of a backfile conversion vendor for the 5mm pages of franchise files.

**Miscellaneous
Clients**

Mr. Just performed ECM feasibility assessments and/or managed procurement process for over 50 commercial, higher education and government entities over the last 14 years.

**Professional
Experience**

IMERGE Consulting Madison, WI (4/98 to present)

Partner

Mr. Just joined IMERGE in April of 1998. In March 2004 he was made a partner in the firm. His work includes several projects in health insurance, government and general business where he has applied his knowledge of the ECM market and business process redesign. Please see the Overview Section above for a description of his areas of expertise.

WORKTECH Consulting Madison, WI (11/94 to 4/98)

Consulting

ECM and business process redesign consulting for government, insurance and general business.

Maximal Systems, Inc. Madison, WI (7/92 to 11/94)

Manager, Sales and Marketing

Mr. Just joined this startup COLD vendor in sales and marketing capacity. His COLD system sales accounted for two thirds of the total company sales over the two-year period. Maximal Systems (now a part of the ECM suite of products) today is considered by many to be the benchmark ERM/COLD system for sophistication and ease of use and has been integrated into numerous vendor offerings.

**Awards and
Certifications**

Mr. Just earned his AIIM ERM Practitioner in November 2007; he anticipates having his ERM Master certificate in January 2008.

Mr. Just earned his CDIA+ certification in the spring of 2002.

Mr. Just earned his American Production and Inventory Control Association Certified Production and Inventory Management in 1989.

Publications

Mr. Just has been quoted in notable trade publications.

Seminars

Madison Chapter of ARMA Spring 2007. Co-keynote speaker on the topic of the intersection of information technology and records management and methods to engage the various staff in meaningful dialog.

International Quality & Productivity Center (IQPC) pre-conference workshop presentation April 2005. Mr. Just spoke on the common pitfalls when implementing a Electronic Document and Records Management system.

Mr. Just has co-taught courses on imaging and related technologies for

the Urban and Regional Information Systems Association (URISA), the Business Technology Association (BTA), the Data Processing Managers Association, the Wisconsin Land Information Association and the Minnesota Counties Computer Cooperative. He has also presented to the SE Wisconsin AIIM conference on the future of workflow technology.

**Professional
Associations**

Mr. Just is a member of the Association for Information and Image Management (AIIM) since 1992, American Records Management Association (ARMA), the Urban and Regional Information Systems Association (URISA), the Workflow and Reengineering International Association (WARIA), and Madison Area Business Consultants.

Education

Mr. Just earned his BBA from the University of Michigan School of Business in 1976.