

## CHAPTER V

### CONCLUSION AND SUGGESTIONS

#### 5.1 Conclusion

The results of calculations in project research show that the application of an electronic document management system (EDMS) has numerous advantages in increasing employee productivity, time, and cost-efficiency in carrying out the document management, improving collaboration within the company between departments, and an automated business process. In addition, having an Electronic Document Management System can increase the company's revenue and customer satisfaction.

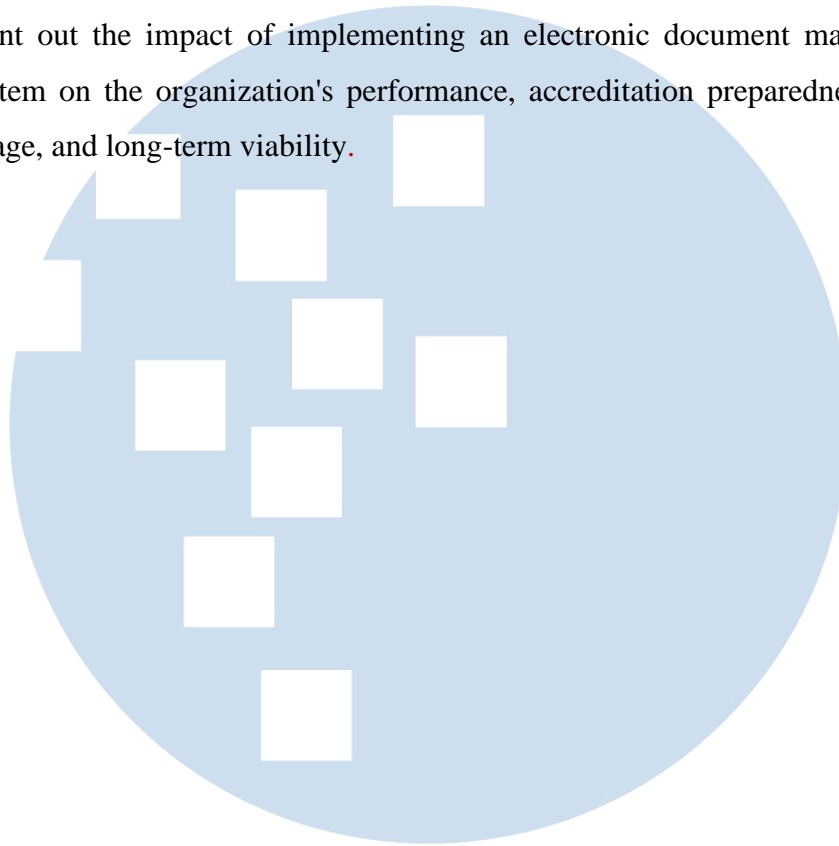
However, implementing an Electronic Document Management System does not only cut costs but also adds measures and challenges in carrying out the success of implementing the new document management system. For example, as discussed in the previous chapter that there are several risks and chances of failure in doing the implementation such as server errors and malicious codes.

In conclusion, implementing an Electronic Document Management System is beneficial for the company in terms of increasing productivity, storage efficiency, and labor cost savings which have a potential investment profit of 36%.

#### 5.2 Suggestions

This digital transformation project has limitations that could be studied in the future. From the conclusions that have been mentioned above, it is suggested that the document management system can develop new features to solve other problems and comply with the need of the company. One of which there can be a feature where the system can also be used by the external users that the customers can fill out their personal information data and the desired treatment when they are on the way to the clinic which can lessen their

waiting time and increases the customer's satisfaction. Another study can also point out the impact of implementing an electronic document management system on the organization's performance, accreditation preparedness, brand image, and long-term viability.



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