Taxing times:
HMRC automates processing of 20 million mail items a year

Digital government:
Three key steps for policy-makers

Event preview:
AIIM Forum London 2015

Interviews:
Restore, Xerox Scanners

Analysis:
Who still doesn’t ‘get’ DM/ECM?
C-Cube Solutions specialises in providing Electronic Document and Content Management solutions based on the C-Cube software suite. Systems scale from departmental applications to enterprise wide solutions and include: the C-Cube Portal, Electronic Forms, Content Searching, Workflow/Collaboration, COLD/microfiche integration and EDRMS.

SPECIALIST SOLUTIONS INCLUDE:
- Legal Compliance
- Health Records Management
- Law Enforcement Applications
- Information Web Portals
- Invoice Capture and Authorisation
- Local Authority Applications
- Human Resource Management

The key to C-Cube Solutions' success is integration with your business to ensure that information is delivered on time and to the right place.

13 Diamond Court
Opal Drive, Fox Milne
Milton Keynes,
MK15 0DU
tel: (01908) 677752
fax: (01908) 679444
email: info@ccubesolutions.com
web: www.ccubesolutions.com
This issue has an even-greater-than-usual emphasis on scanning and capture, with reviews, interviews, case studies and features on this area. Our reviews include two very distinct devices: Canon’s DR-C240, which brings unrivalled versatility to the workgroup desktop space, and the i2S eScan book scanner which has been recently launched in the UK via distributors Spigraph Dicom. This latter device is seeing traction with BPOs and scanning bureaux, who have seen the opportunity to add a new and valuable specialist scanning service to their portfolio.

We have interviews with Restore CEO Charles Skinner and Xerox Scanners’ Jorni Kastawi who each touch on scanning from different perspectives. Kastawi talks about his company’s efforts to add value to an increasingly commoditised scanner market via services that make the process easier and more smoothly integrated with the users’ business processes: “Large enterprise customers rarely purchase IT hardware individually; it is usually required as just one part of a whole solution... Unfortunately more often than not the hardware doesn’t do quite what it was needed to and then the processes need to change to accommodate the new hardware that was purchased.”

Charles Skinner, meanwhile is running a business that has acquired some 20 other firms in the last five years. He predicts even more consolidation in the future, and difficult times for the smaller independent scanning bureaux: “The most common way for us to pick up new business is when an organisation looks to consolidate its suppliers because it feels it has too many different ones across the UK. When they do that, obviously they are far more likely to want to consolidate to a player like ourselves, and the smaller operators will lose that business.”

Even our case studies in this issue are scanning-focused: ibml and EDM Group talk about their contract to process some 20 million pieces of mail a year on behalf of HMRC, ABBYY’s FineReader Engine is being used by a major bank to help digitise 25 million legacy documents following an acquisition, and Kodak Alaris is on course to help London’s Royal Free Hospital to digitise around 300 million medical records an amazing two years ahead of schedule.

All of which goes to prove, I think you’ll agree, that scanning is a thriving technology in a thriving market. And long may it continue!

Dave Tyler
Editor
david.tyler@btc.co.uk
Contents

EDITOR'S comment.................................3

NEWS roundup.........................................6
  ♦ ABBYY solutions to be distributed by QBS
  ♦ Dublin bureau goes with Kodak and FileStream

OPINION: Digital government.........................................8
Neil Robson of Storetec discusses why the UK government has to make digital working a key focus area

ANALYSIS: DM Trends...........................................10
Document management is still not on everyone’s 'Must-Have' list, argues Howard Frear, Director of Sales and Marketing, EASY Software UK

INTERVIEW: Restore plc...............................................18
Neil Robson of Storetec discusses why the UK government has to make digital working a key focus area

INTERVIEW: Xerox Scanners...........................................24
DM Magazine speaks to Jorni Kastawi, Enterprise Sales Engineer at the Xerox Scanners team within Visioneer Europe, to find out more about their new 'Intelligent Capture Services' offering

EVENT: DM Awards 2015 ...............................................28
Just when you thought you were safe from hearing people talking about the importance of voting, along comes the 2015 DM Awards ceremony, as we get ready to celebrate our ninth birthday in style

INTERVIEW: Restore plc...............................................18
Neil Robson of Storetec discusses why the UK government has to make digital working a key focus area

INTERVIEW: Xerox Scanners...........................................24
DM Magazine speaks to Jorni Kastawi, Enterprise Sales Engineer at the Xerox Scanners team within Visioneer Europe, to find out more about their new 'Intelligent Capture Services' offering

EVENT: DM Awards 2015 ...............................................28
Just when you thought you were safe from hearing people talking about the importance of voting, along comes the 2015 DM Awards ceremony, as we get ready to celebrate our ninth birthday in style

MARKET FOCUS: Healthcare..........................................30
The UK government continues to press for a paperless NHS, but Dr Vijay Magon of CCube Solutions argues that simply throwing funds at the issue may well lead to yet another high-profile public sector IT disaster

EVENT PREVIEW: AIIM Forum 2015.................................32
This June sees the return to London’s Earls Court of the AIIM Forum; Document Manager takes a closer look at what you can expect if you are planning to attend

Features

ANALYSIS: Digital government...........................................8
Howard Frear, Director of Sales and Marketing, EASY Software UK

INTERVIEW: Restore plc...............................................18
Neil Robson of Storetec discusses why the UK government has to make digital working a key focus area

ANALYSIS: DM Trends...........................................10
Howard Frear, Director of Sales and Marketing, EASY Software UK

INTERVIEW: Xerox Scanners...........................................24
Jorni Kastawi, Enterprise Sales Engineer at the Xerox Scanners team within Visioneer Europe, to find out more about their new 'Intelligent Capture Services' offering

MARKET FOCUS: Healthcare..........................................30
Vijay Magon of CCube Solutions argues that simply throwing funds at the issue may well lead to yet another high-profile public sector IT disaster

EVENT PREVIEW: AIIM Forum 2015.................................32
This June sees the return to London’s Earls Court of the AIIM Forum; Document Manager takes a closer look at what you can expect if you are planning to attend
EASY Records for HR

For hundreds or thousands of candidates, applications, CVs, correspondence, contracts, forms, documents.

1. Preconfigured solution that maps the personnel records to the organisation
2. Easy to use secure web interface
3. Self-service access features controlled from HR
4. Suitable for HR shared service or outsourced operations
5. Support for the import of master data and imaged documents
Purchase-to-pay partnership

Palette and Canon Europe have entered a partnership to provide a robust, highly efficient, end-to-end, digital purchase-to-pay platform. The partnership will integrate PaletteArena, Palette’s complete purchase-to-pay suite, with Canon’s document and image processing technology. The offering will deliver businesses a complete purchase-to-pay solution from a single, fully mobile platform for unified governance across procurement and finance, providing control over the full process, cost reductions and a rapid return on investment.

“Working with Palette is a logical step for our organisation that enables Canon to expand the range of solutions and services we offer to our customers, providing control, security, visibility and compliance at every stage of the billing and invoicing process. We can now offer fully integrated purchase-to-pay solutions that quickly deliver real efficiency gains and ROI not only by replacing paper-based routines but changing the way financial departments operate and therefore streamlining accounting and buying processes,” said European and UK Marketing Manager for Canon Solutions, Daniel Seris.

Canon will also market and sell the PaletteOnline cloud purchase-to-pay solution to European customers seeking to drive efficiency in their financial and back-office processes but looking for the flexibility of monthly service fee payments instead of upfront payment for their system. PaletteOnline gives companies of any size the fastest possible route to easier, more flexible invoice processing.

www.palettegroup.com

Critiqom fits public sector framework

Critiqom has been awarded a public sector framework agreement for postal goods and services. The framework agreement has been established collaboratively by Crown Commercial Service, YPO and ESPO and presents public sector buyers with suppliers that have been pre-assessed for their ability to deliver quality and value. Buyers selecting Critiqom as their chosen hybrid mail solution provider will benefit from the company’s proven expertise in handling critical communications for 50+ local authorities across the UK.

Hybrid mail solutions effectively remove the inconsistency, expense and inefficiency relating to ad-hoc print that is processed on office desktop printers. Critiqom’s solution presents local authorities with a web-portal through which all authorised personnel can send documents to print. Instead of being printed on expensive desktop devices, these print-jobs are directed to Critiqom’s purpose-built print production environment where they are processed and despatched. Buyers benefit from stringent quality and compliance controls and economies of scale.

www.critiqom.com

Zylpha saves Coroner’s Office a bundle

Software from Zylpha is now automating document bundling for the Coroner’s Office at Buckinghamshire County Council.

The Coroner’s Office team at the Council provides a highly effective service, meeting all the inquest and evidence requirements for the county.

Typically, the team might handle about 10 inquests a week, each requiring supporting inquest and disclosure bundles. Over the course of a year though, far more complex cases also arise. These require detailed inquest files along with numerous evidence bundles for a wide range of third parties. These can range from the families of the deceased and legal representatives to any council or health related departments that are involved.

With these more complex cases, there is often a sudden influx of information from a wide variety of sources and a requirement to produce numerous bundles for the eleven members of the inquest jury. All of this information has to be incorporated and indexed effectively prior to an inquest.

“The Coroner’s Office became aware of the system through their interaction with the County Council’s Legal Services team, where it had proved to be highly effective for creating secure legal document bundles.

Whilst the Coroner’s Court only currently accepts paper inquest files and disclosure bundles, The Coroner’s team could see enormous potential of preparing these electronically. Upon review the team realised that Zylpha was able to fully automate the bundling processes and therein deliver a number of major benefits.

As Michelle Cook of the Coroner’s team notes; “With Zylpha it is simply a lot quicker to produce inquest and disclosure bundles - whether it’s in terms of scanning-in paper documents or incorporating the increasing number of electronic documents that arrive here. With Zylpha in place, it really is so easy to incorporate documents, to order them and to page number them. Previously, all this was done by hand including the page numbering and you can imagine with the bigger cases what a time consuming task that could be.

“There is considerable difference between numbering a document of 5 pages to one of 300 pages and when you really have quite a small team of highly qualified staff it seems odd that one should have to number things by hand. With Zylpha though, the whole process of creating, ordering and numbering is now automatic. The time savings therefore are considerable.

“It helps with the variation in case size too. Typically, the cases that come in might just require one bundle however - once every 4 or 5 weeks we might have a more complex inquest with numerous parties involved. Then occasionally, we can have a highly complex case that lasts for some months. Such cases could require 30 or 40 bundles.

“With Zylpha, we now have the ability to scale our operations more easily as it gives us the flexibility to to meet this variation in the demand on our time.”

www.zylpha.com
Health improvements for DataScan

Dublin-based bureau and BPO DataScan has purchased seven mid-volume production KODAK i4200 Plus Scanners and installed Filestream electronic document management software (EDMS).

The new infrastructure will enable DataScan to rapidly grow its healthcare business in 2015 servicing hospital consultants and GPs. Supplied by Filestream reseller partner, Woodsoft, the total investment in scanning hardware, software and support is €150,000 euros.

Electronic medical records (EMR) solutions promote better clinical collaboration and ultimately provide a way to solve the tough challenge of improving the quality of patient care, enhancing operational productivity while reducing cost. Unlike EMR scanning projects in the UK which have been primarily funded and managed by NHS trusts, in Ireland it has been individual hospital consultants and GPs themselves who have initiated and paid for EMR projects for the patients they treat.

With around 10,000 patient files scanned per week, DataScan is seeing considerable interest in its medical records scanning services and today has around 70 healthcare customers.

Once records are scanned and indexed into Filestream, data can easily be imported into all the main PMS packages used by clinicians in Ireland such as Socrates Healthcare, Helix Healthcare, Odysseus and iMedDoc among others.

Barry Woods, managing director, Woodsoft, explains, “High volume scanners are perfect for processing documents like invoices which are very standardised. You load them up, press scan and walk away. But patient files are messy typically containing lots of different document and paper types which means considerable preparatory work required such that you wouldn’t get the efficiencies from using high volume equipment.

“To address this, we’ve installed a mid volume KODAK i4200 Plus Scanner per workstation so individual members of DataScan’s staff can work on specific projects and prepare documents as they go along.”

www.kodakalaris.com

New Destiny unveiled for INKWRX

Destiny Wireless has launched its new brand identity and website to support its growth in the digital data capture market.

The new brand name for the company is INKWRX. The INKWRX platform is a cloud based data capture platform that allows users to design, manage and publish their own business e-forms, which can then be completed using a tablet device or digital pen. The new platform helps businesses to “Go Paperless or Paper-lite”. Businesses can capture the data they need out in the field with a tablet device or digital pen and transmit it to head office in real-time, typically cutting down the average processing time from 10 days to under 10 minutes.

Commenting Edward Belgeonne of INKWRX said; “We feel that with the launch of our new INKWRX platform, coupled with the development of our own INKWRX tablet app, now is the right time to rebrand and expand our business via channel partners. The digital data capture market is evolving and we need to evolve with it in order to meet the demands of our customers.”

www.inkwrx.com

ABBYY signs distribution deal with QBSD

ABBYY and QBSD have entered a distribution agreement in the UK and Ireland. “ABBYY is a market leader in PDF, OCR and document solutions used in all industries including Banking/Finance, Government and Legal,” says Grant James, general manager, QBSD. “We are happy to have them in our portfolio of software products, as we strongly believe many of our customers can benefit from ABBYY’s best-in-class PDF and OCR software.”

QBSD will carry a range of ABBYY desktop products including OCR software ABBYY FineReader Professional, ABBYY FineReader Corporate and ABBYY FineReader Pro for Mac which can be used to digitise and process PDF documents. In addition to download versions, QBSD will also distribute ABBYY software in volume licensing, ideal for productivity increase in businesses and organisations of all sizes.

www.abbyy.com

www.document-manager.com
OPINION: DIGITAL GOVERNMENT

Three steps to digital government

Neil Robson of Storetec discusses why the UK government has to make digital working a key focus area

This year’s General Election has proven to be one of the most exciting and unpredictable in recent times, with all the main political parties doing everything in their power to offer voters a vision of the future that is full of opportunities. If there’s anything that unites the parties, then it’s the need to effectively cut government spending and lessen the severity of public sector cuts. In short, being money wise while boosting GDP.

One way in which this can be achieved is through transforming government, centrally and locally, to a digital way of working. In the information age, characterised by the predominance of the internet in our personal lives, it is imperative that the next UK government makes this a priority. In my view there are three key things policymakers in all departments should keep in mind:

1. The evolving digital environment

Paper, processes and old ways of working - all of these cost time and money, which could be put to better use. Old habits die hard though, and form filling, face-to-face meetings and document-driven procedures endure. Over the last decade though, the digital revolution has really taken hold and now offers a far better reality, wherein money isn’t squandered needlessly and services are improved to everyone’s benefit.

For example, real and lasting change can be made through the total digitisation of paper in any given department, meaning that information is centralised, secure and easy to access. Civil servants benefit from a more productive environment, while those accessing government services experience a much more streamlined and efficient service. This is all made possible through a modern way of working.

2. The power to cut costs creatively

Local government accounts for a quarter of all public spending, a fact of which council leaders across the country are all too aware, given that they are charged with enacting some exacting cuts. Yet, with a bit of creative thinking, this can be achieved with minimal damage to any given local authority’s ability to deliver services to their respective constituents. For example, did you know that Scarborough Borough has saved £185,000 a year through the replacement of expensive printers with cheaper, multifunctional alternatives?

And the savings can go into the billions. The NHS is currently in the midst of a total digital upgrade, which PWC estimated back in 2013 could see the NHS £4.4 billion better off by 2018.

The efficiency gains to be had are sizeable: the City of Copenhagen, which has embarked on a major shift to an online base of operations, estimates that digital transactions will be five per cent cheaper than current face-to-face solutions.

3. The high expectations of today

Everything is easier with technology. From shopping to banking to keeping in touch with friends and family members and learning what’s happening in the world, it’s all possible from a mobile device.

Culturally, the move to digital has been outside of public services, yet change is in the air. Now that this is becoming increasingly the norm, people are keen to experience ‘digital-first’ across the board.

Public services are no different. Change is already afoot, with the DVLA abolishing the need for car owners to display a paper tax disc in their car. As a document on the matter states, “the abolition will provide administrative cost savings to the taxpayer and business, and removal of an administrative inconvenience to motorists.”

More and more, people are going to want to see and experience public services that are digitally-first. Paper is always going to be an option, an alternative to fall back on, but in the future, everything is going to be achievable via the web.

A digital government is an effective government

The new government has a lot of expectation riding on them to make the next five years more upbeat, inclusive and life-changing than the previous five.

Putting digital at the heart of what all decision makers do at every level of government is going to be instrumental. Technology can deliver exceptional results.

More info: www.storetec.net
Convert. Turn your paper documents into a digital archive.

Storetec make it quicker and easier to access, manage, protect and share the data in your paper archives.

We can digitise, catalogue and index any document from anywhere in the world.
And we give you instant, 24/7 access through our online, cloud-based hosting system.
So you can leave everything to us and get on with what matters most to you.

Our services include:
- Document Scanning
- Microfilm Scanning
- Microfiche Scanning
- Document Storage
- Records Management
- Scan on Demand
- Digital Mailroom
- Invoice Capture
- Online Document Hosting

Discover the easy, hassle-free way to protect sensitive information like yours.
Call 01482 608630 or email support@storetec.net

www.storetec.net
Your documents. Managed.
Speedy access to critical information separates the winners from the losers in today’s information economy. And just as everyone organises their documents in some way or another - even if it’s a ‘home made’ naming convention of always including the client name or a key word - then, everyone who is not using document management software spends far too much time looking for ‘lost’ documents or trying to work out which is the most recent version.

We all know this of course and would like to think that, in the second decade of the twenty first century, DM has finally gained full acceptance in the business world; but the truth is that some businesses still remain stubbornly unconvinced despite the facts and figures that support the business case.

**WHY WOULDN’T YOU?**

According to Deutsche Bank and Gartner research, no less than 95% of the 30 billion invoices processed across Europe in the year 2010 were still done so in a way that involved manual data entry. Think about that for a minute - that’s over 28 billion invoices still being moved around from person to person, desk to desk, sometimes with as many as 10 steps to complete the whole process. The truth here is that manual processing can push the cost of processing that invoice by a factor of 20 over doing it electronically. That equates to £80,000 for 20,000 invoices at £4 each (done manually) versus the much lower £4,000 if they were done electronically (so at 20p each). And 20,000 invoices isn’t really a lot if you are a multinational.

Another statistic has it that the average office worker in the UK uses 15,000 sheets of paper every year with a cost implication of approximately £170 per person. At roughly 10 million UK office workers, that amounts to nearly £2 billion pounds being spent on possibly unnecessary paper.

A 2012 IDC report (‘The High Cost of Not Finding Information’) found that information workers spent up to 20% of their time filing and searching through paper documents. On top of that, they wasted over 10 hours a week searching for, but not finding, documents, recreating lost documents and other time-consuming tasks.

IDC has gone so far as to cost out three scenarios - Time Wasted Search, Cost of Reworking Information and Opportunity Costs To the Enterprise - that can help companies estimate the cost of not finding information and the productivity gains that can be achieved when they do.

Using these three scenarios, IDC estimated that an enterprise employing 1,000 knowledge workers wastes at least $2.5 to $3.5 million per year searching for nonexistent information, failing to find existing information, or recreating information that can’t be found. The opportunity cost to the enterprise is even higher.

**No time to relax**

Document management is still not on everyone’s ‘Must-Have’ list, argues Howard Frear, Director of Sales and Marketing, EASY Software UK.
When it gets out of Finance, it seems.

There are a lot of Finance teams that have really 'got' DM, giving us perhaps a bit of a false impression that the rest of the company has. But here's the problem: finance is great at using technologies like DM, EDI and even email to distribute invoices, as well increased use of OCR. But the rest of the business isn't keeping up. The paper may get into the company more quickly; it may get turned into electrons quickly (or even arrive in that state), but there's a big lag here when it gets out of Finance."

Greater, with potential additional revenue exceeding $15 million annually.

Plans, ideas, and thought processes have to be reinvented and recreated because an original document cannot be located and retrieved or - as sometimes happens when people retire or move on - other people are unaware of its existence.

These figures, and many more like them, can all be attributed to the problems inherent in hardcopy document management - problems that have been known about for a long time.

This is something that should concern everyone in business, as despite all the cheerful headlines about a recovering UK economy, most businesses are still not increasing their spending - which means that money spent carelessly like this if there really is no need is not really on. (Recent analyses of the EuroZone suggest it's still languishing in the doldrums, so this is doubly true for the UK's biggest trading zone - the EU.)

Busy doing nothing

The issue of cost, though, isn't the only negative aspect of this continuing reliance on antiquated ways of dealing with invoices. Independent industry research has made clear that of the time that an invoice is working its way through the system, 20% of that time is transport processing time, 5% actual processing - and an astonishing 75% of the time it's, well, doing nothing.

Nothing, because too many company (and public sector organisations - even Third Sector, too) workflows that are so designed as to need lots of supervisor or managerial attention to get things done.

Last year, EASY Software UK commissioned third party, in-depth research that looked at the use of DM in UK businesses. We found, perhaps unsurprisingly, that Finance Departments are blazing the trail here, with 52% of respondents in such teams confirming they were going 'paper-lite' compared to just 20% of their colleagues in IT (and 26% in Operations/Manufacturing). One Financial Director we interviewed gave the main reasons: "Cost reductions and increased efficiencies for purchase ledger when distributing supplier invoices throughout the company."

Keeping up with the accountants

That's the side of things we tend to see within the DM industry. Thanks to the progress of the market, there are a lot of Finance teams that have really 'got' DM, giving us perhaps a bit of a false impression that the rest of the company has. But here's the problem: finance is great at using technologies like DM, EDI (electronic data interchange) and even email to distribute invoices, as well increased use of Optical Character Recognition (OCR).

But the rest of the business isn't keeping up. The paper may get into the company more quickly, it may get turned into electrons quickly (or even arrive in that state), but there's a big lag here when it gets out of Finance, it seems.

Some organisations, of course, do like to guard their cash flow - and there are often, in SME contexts (but also for enterprises) policies to push payment out as far as possible to protect that. That's understandable, especially in a time of tightened budgets.

But there will be consequences if you insist on 'parking invoices' and keeping them idle for 75% of the time. It weakens your organisation because it harms your reputation with the people you do business with; it strains your relations with suppliers and partners and it damages the economy as a whole because it constricts growth.

Late payment is often taken as an indication that the company is in difficulties. If you create this impression with your suppliers, then you may find that their payment terms worsen. You won't have real-time visibility of your day-to-day cash position. You could be missing out on discounts by being such a slowcoach. You may suffer if suppliers see that you pay them late, so why should they treat you as a priority?

Slick processes

There is no room, then, for complacency. Until DM software is on everybody's 'must-have' list, there is still work to be done. The DM market is still a very healthy one and there is great scope for selling more of the sector's wares. But unless we start working with customers - new and old, frankly - on the need to get the efficiency beyond the Finance office to the rest of the office, making the internal handling of the payment cycle a much slicker process and close out the situation where invoices can spend three quarters of their time in a company doing nothing, then we don't have time to relax.

More info: www.easysoftware.co.uk
EDM Group, one of the UK’s leading BPOs, is utilising ibml’s unique inline intelligent capture to speed up and streamline the processing of over 20 million pieces of mail per year. Over 1,200 customers use EDM Group services, including some of the best-known and largest companies and public-sector organisations in the UK and USA. EDM Group has been providing information management services and solutions since 1974. In 2014 EDM Group announced that Her Majesty's Revenue & Customs (HMRC) awarded it a three year contract worth £4 million. The contract is a key element of HM Government’s ‘Digital by Default’ strategy, which will involve digitising, indexing and managing over 20 million pieces of inbound mail coming from individuals, businesses and intermediaries each year.

HMRC is the UK’s tax and customs authority, responsible for making sure that the money is available to fund the UK’s public services and for helping families and individuals with targeted financial support. Through its customs service it facilitates legitimate trade and protects the UK’s economic, social and physical security. HMRC has a stated policy ‘to make it easy for customers to deal with their taxes and get things right, by making our products and processes more simple and straightforward, and by improving our customer service.’

**CORE COMPETENCIES**

ibml was selected to provide the core capture technology to fulfil this digital mailroom contract for HMRC. ibml technology and services were supplied to EDM Group by Kodak Alaris, an official ibml reseller. As two industry-leading companies, ibml and Kodak Alaris have worked together to provide the best solution for this project.

To fulfil the project’s specific technology requirements, EDM Group had evaluated several technology approaches and vendors. They chose ibml for its unique integration of advanced capture intelligence into an ultra-high volume scanning process, which provides the automated classification of over 100 form types as well as zonal ICR extraction, all in...
one streamlined step.
The ibml ImageTrac solution combines a very flexible transport system, capable of handling mixed mail content at high speeds, with onboard Classification, OCR and ICR engines. This enables a single step capture solution, which provides the ability to hit higher SLAs as images don’t need to go through a secondary software server process and prevent the need to pay additional capture software click charges.

**ADDING VALUE AND REDUCING COST**

“We reviewed traditional flat file scanning approaches that utilise post-scan IDR (Intelligent Document Recognition) software, but found that ibml gave us advantages with a single scan, classify and data extraction process,” said Gordon Nelson, UK Operations Director for EDM Group. “This significantly reduced processing times and software license costs. It also gave us the option to physically separate and sort key documents, which provides a value added service to the client and further reduces our operational costs.”

ibml provides information capture solutions that drive business process improvements from the Point of Entry. Combining scanners, software and services, ibml’s comprehensive solutions automate the most demanding document applications in banking, financial services, healthcare, government services, outsourcing and more. Every day, ibml customers in 45 countries rely on ibml technology to accurately and efficiently capture and process millions of document images.

“We at ibml are very pleased to be selected for such a prestigious project and to have our unique value proposition recognised by the UK’s leading provider of digitisation services,” said Ashley Keil, regional sales director for ibml. “EDM Group has invested over £250,000 in ibml scanners and software with the knowledge that ibml provided not only the best technology fit, but also the best return on investment (ROI) and a faster, more reliable process to support their service level agreements.”

More info: www.ibml.com
PRODUCT FOCUS

I2S ESCAN OPEN SYSTEM

Bordeaux-based i2S is a firm with some 35 years experience of camera and imaging systems, and its new book scanner, eScan Open System, has been developed as a modular solution that can be built to suit the exact needs of a variety of different types of organisation. Scanning books requires a very specific set of technical capabilities: while most of the large scanner manufacturers offer at least one book-scanning model, they are relatively limited in their functionality when compared to a specialist device such as this. It is perfectly suited to scanning large or delicate documents, (especially, but not exclusively, books) and thus is ideal for environments such as libraries, museums and other public bodies where there is a requirement to allow members of the public to use the technology. Indeed the eScan has a specific ‘kiosk mode’ with a software interface designed for non-technical users such as students. Other configuration options include tabletop or workstation setups.

More relevant to our readers perhaps is the idea of adding an eScan to an existing BPO/bureau environment, giving these businesses a way to add value to their standard scanning offerings. This is where UK distributor Spigraph Network sees significant potential business scope. The eScan Open System has clearly been designed by experts who understand the specific needs of users in the book scanning market. It is easily adjustable for different heights (e.g. standing for occasional/kiosk use, or seated for use in a bureau/production environment). The scan ‘cradle’ is cleverly designed in two sections, left and right, with an adjustable gap between for the spine of any size of book. These two sections are independently adjustable for height so as to adjust to suit any size of book opening and thickness of spine.

The camera is mounted overhead and will comfortably scan images up to just over A2 in size. A built-in LED light ensures there will never be shadow or reflection spoiling an image. The proprietary Limb Capture software can auto-select the image area or the user can ‘drag to scan’ via the intuitive and straightforward touchscreen interface. Adjustable settings include scan resolution (150, 300 or 400 dpi) and output type (TIF, JPG or PDF), as well as selection of the destination folder - typically on a network via LDAP access, although users could even specify to save images to a USB stick if required.

The high quality of the camera (which of course is where i2S has made its name over many years) ensures very detailed and accurate scans every time - which as well as being crucial for archival/sharing of ancient books and manuscripts, would also be important for business projects such as registries, health records or legal case folders. Indeed all of these are actual business applications that i2S has already sold these devices into either here in the UK or in Europe.

More info: www.i2s-digibook.com/escan-web-configurator

VERDICT

The eScan Open System is ideally suited to BPOs as well as office dealers/resellers who can sell it into corporate customers (banks, insurance companies), hospitals, universities, and other public sector environments which have self-service or kiosk scanning environments for scanning identity documents, applications and the like.
BRINGING PUBLIC SECTOR BUSINESSES INTO THE 21ST CENTURY

From small beginnings in 1954 to becoming the largest UK-owned full lifecycle document management business in 2014, we have based our success with blue chip and public sector organisations on a robust set of values.

These values include expert, professional customer service, a willingness and the capacity to adapt and flex our business systems, and a strong spirit of innovation.

With most public sector bodies needing to reduce paper use through technology we have seen an upsurge in digitisation projects of all sizes. Restore customers can count on an unbroken chain of custody, daily scan capacity in the millions, leading-edge technology and knowledgeable, helpful staff at all our specialist facilities across the country.

Facilities and information teams all benefit from outsourcing their paper and digital management to Restore. Our professional and efficient approach to storing data under the right conditions, with tailored levels of accessibility and strict adherence to compliance means choosing Restore for full lifecycle document management could be the best business decision you ever make.

The Crown Estate
Implementing modern systems for heritage-status documents
We digitised 70,000 letters and hundreds of title deeds, working with The National Archives to ensure the conservation of records of significance. We have set up fast, secure access to everyday correspondence and legal transactions and our top-level customer service and systems are enabling a super fast-track ‘20-year rule’ review process.

Buckinghamshire County Council
Saving historic records for everyday use
We restored thousands of pages of disintegrating large-scale maps and unusual-sized documents for the Land Charges department, then used state-of-the-art large-format IBML scanners to create instant digital access. We have saved valuable local information and helped make room for new work stations in the council’s main office, in line with their strategic centralisation drive.

"As a local authority we promote cost efficiencies and the security of our data. These, and good service, are exactly what Restore provide. They are on the framework for other councils to use and we would recommend that they do.

Ilva Cunka, Programme Support Officer for the FM Strategy and Performance unit at the London Borough of Tower Hamlets, following the recent signing of a 15-year contract with Restore"
CASE STUDY: URSSAF

Mail model

The agency responsible for social security and benefit payments in France has implemented innovative technologies to streamline its mail handling processes.

URSSAF (Union de Recouvrement des Cotisations de Sécurité Sociale et d’Allocations Familiales, meaning the ‘organisations for the payment of social security and family benefit contributions’) is a private organisation in France with a public service mission. Since 1945, France has chosen, with the creation of their social security system, to provide access to health, family care and retirement benefits. This system is funded by taxes and social contributions from employees and employers. The collection of these funds is the main activity of the 22 regional URSSAF.

ACOSS (Agence centrale des organismes de sécurité sociale or Central Agency for Social Security) is the national entity for the URSSAF that manages the daily correspondence, financial and benefits disbursement for each branch. As such, URSSAF has recently made an investment to improve the efficiency of their ever-vital postal processing and electronic records management system. This investment was in the form of OPEX mail centre automation technology.

The pilot site and training hub for the system is located in the Toulon branch and has been organised to ensure the fastest and most efficient route for incoming mail to be processed. The solution meets both the sensitive nature and the official guidelines of the department, which require all processing to be completed by 11am each day. Toulon has become, in effect, the template for all of France - representing hundreds of thousands of documents that are processed every month.

**POST PROCESSING**

The solution consists of 32 OMATION 306s enhanced ‘envelopeners’ with sorting capability and 45 OPEX AS7200i out-of-the-envelope document scanning platforms. Two dedicated collection centres also have the OPEX Eagle high speed mail extraction and payment processing units which process large volumes of incoming national post. During peak volume times of year, for example, standard mail volumes can exceed 80,000 pieces per day. Eagle represents the most advanced technology that combines the opening of sealed envelopes, extracting the contents from the envelope, imaging said contents, and presenting the contents’ data for best clearing via accounts receivable software.

The OMAtion 306s can be programmed to sort on thickness, length and height and therefore can identify ‘clean’ and ‘exception’ mail. It can open a handful of envelopes or batches of up to 40,000 envelopes per hour. The notable milling cutter technology with 8 cut-depth positions protects the important contents from being damaged and provides a soft, feathered edge to minimise paper cuts. From there, the opened envelopes are placed in a holding area to allocate the contents for scanning on the AS7200i scanners. The work is divided by function depending on the number and types of documents. These advanced scanners significantly reduce preparation and handling time, can capture documents in multiple formats up to 300dpi, are able to classify documents using OCR, OMR, and barcode technology, and even scan poor quality documents. Maximum sizes are an impressive 12.25” by 18.25” and A3. Both the 306s envelopener and AS7200i scanning systems can provide statistics regarding throughput (speeds and quantities).

To accompany the OPEX equipment, the URSSAF in-house IT unit, CIRTIL, has created two special software programmes: Aladin can read and clarify the sources of cheques, coupons and forms - even if contents are missing or blurred; and CIME identifies and classifies the nature of correspondence - such as a change of address or request for changes to payments.

Manuel Falaschi, initiator of the OPEX solution in Toulon (the pilot site for the URSSAF network), comments that he is “very impressed and pleased with the new investment.”

More info: www.opex.com
Canon continues to develop new solutions aimed at an increasingly decentralised scanning market. The challenge is to produce devices that are small enough, easy enough to use, quiet enough and non-intrusive, so that they can be deployed on the counter of a bank, say, without adding to the clutter and disturbance that additional tech can so often produce. At the same time, such devices are being required to handle an ever-increasing range of different types and sizes of document.

The imageFORMULA DR-C240 is a very compact document scanner that is angled on its stand so that when not in use (i.e. with the ADF and output hopper closed) it takes up barely any desk space - but its size belies its abilities. The three basic user buttons (Job Select, Start, and Stop) are all concealed behind the output hopper when not in use, as is the DFR (Document Feed Release) button.

It will comfortably process a vast range of different types of documents from very thin (e.g. till receipts) to passports and similar ID documents. It can handle long documents up to 3000mm in length (e.g. medical printouts) as well as business cards and embossed (e.g. bank) cards up to 1.4mm in thickness. The DR-C240 comes with a custom passport holder, essentially a passport-sized carrier made of robust plastic that fits neatly to the opened passport so it can be fed easily through the ADF. Some rival manufacturers prefer to go for a 'mini-flatbed' approach to passport scanning, but this ADF-friendly concept works better for fast processing of mixed document batches - the passport can be scanned in exactly the same place as the rest of a user’s paperwork.

As is usual with Canon scanners, the imageFORMULA DR-C240 comes with comprehensive software out of the box including Kofax VRS, eCopy’s PDF Pro and Canon's own CaptureOnTouch 3. Additionally Canon’s CapturePerfect software enables advanced processing features including automatic batch separation and zonal OCR. Images can be routed to SharePoint, Dropbox, Evernote, OneDrive and GoogleDrive as well as to PC or network destinations, in the file formats appropriate to the scan process (TIF, JPG, PDF - including searchable, or PNG).

With scan speeds of up to 45ppm/90ipm (black and white) and 30ppm/60ipm (colour) the DR-C240 is no slouch despite its diminutive appearance. It is rated for up to 4,000 scans a day which makes it more than adequate for workgroup use and scan resolution goes right up to 600x600dpi.

The 60-sheet ADF feels robust for such a compact scanner, and the feed mechanism itself is designed to withstand heavy duty use, while an ultrasonic double feed sensor makes unexpected stoppages a rarity. All in all the DR-C240 comes across as something of a dark horse: it initially looks like many other lightweight, small footprint desktop scanners, but in fact is a workgroup workhorse, capable of handling a surprisingly diverse variety of document types with ease.

More info: www.canon.co.uk

VERDICT

Compact, quiet and amazingly versatile, the imageFORMULA DR-C240 is ideal for customer-facing public areas in businesses such as banks, hospitals or - thanks to the simple yet ingenious passport carrier function - hotels.
INTERVIEW: RESTORE

Covering all the bases

Restore plc has acquired upwards of 20 companies in the last 5 years, including scanning, shredding and relocation businesses. DM Magazine editor David Tyler caught up with the company’s CEO, Charles Skinner

David Tyler: Restore might be best known to our readers as the company that acquired records management and scanning company Cintas last year, but there is a lot more to the business than that. Can you give us a brief overview of the company’s recent history?

Charles Skinner: Restore has been active in Records Management for about 10 years, and I was brought in 6 years ago to bring an additional focus on the Document Management side of the business. At that time we had two RM divisions and a very small scanning business. We already had a very strong presence in London, especially in the legal sector. It seemed to me even then that Document Management was a market that was going to see increased consolidation, and we were in a good position to be the ones doing the consolidating!

Our first moves involved ‘folding in’ a number of smaller Records Management firms. Typically in that industry customers tend to be very ‘sticky’: they tend not to leave a supplier once they have a relationship ongoing. So the easiest way for us to grow that side of the business was clearly through acquisitions.

We were finding that many of their customers were looking for both a higher level of service than they might previously have been getting, and also a wider level of national coverage across mainland Britain. So that first drive for us was all about getting more sites across the country. This in turn led to cost benefits for us and our clients in terms of IT and infrastructure rationalisation. From that start we’ve bought upwards of 20 companies over the last five years or so, predominantly in the RM space. Along the way, we found there were a number of ancillary services which fitted in very well with our overall direction.

DT: How have you been able to decide...
ibml SoftTrac® Synergetics, an intelligent document recognition software solution that classifies documents and extracts metadata automatically is now also offered on a license subscription basis, making ‘Automated- Indexing’ even more accessible.

To date SoftTrac Synergetics has only been offered as a CapEx purchase, extending the subscription option provides use via an OpEx budget also, which should benefit those with shorter term project requirements or budget restrictions.

Already SoftTrac Synergetics is one of the most cost-effective IDR capable capture platforms on the market, offered with a perpetual use license ensuring no volume limitations, without any additional seat costs and without any click charges.

Many organisations incur high costs by manually identifying document types and entering index data by keystroke. Much of this operational cost can be reduced by using SoftTrac Synergetics to automate this process.

SoftTrac Synergetics is not just designed to process scanned images, but it will also handle multi-channel input streams such as email attachments, fax and existing image repositories.

SoftTrac Synergetics improves business outcomes in document-intensive applications to help users:

- Repurpose headcount
- Eliminate the need for separator sheets
- Accelerate document preparation
- Speed processing turnaround
- Achieve more accurate results that are consistent and auditable
- Track performance from capture to export

SoftTrac Synergetics stands out by offering:

- CapEx and OpEx usage models
- Perpetual volume throughput
- No click charges
- Fully inclusive feature set
- Classification (key word / image), OCR, ICR, Barcode capable
- Easy train / easy use
- No seat costs or instance limitations
- Flexible user setup and maintenance (Thin Client)
- Multi-channel capture
- Supports multiple vendors
- Searchable PDF as standard

If you would like to see more of SoftTrac Synergetics, via a WebEx demo or an evaluation for example, or just get better feel for the license options available, then contact ibml at euromarketing@ibml.com.

Harvey Spencer, president and founder of Harvey Spencer Associates, the leading analyst firm for the capture software industry, remarked “ibml has always been focused on increasing productivity for its customers. Synergetics leverages the knowledge that ibml has gained in the high volume capture market beyond its highly-regarded scanners and into capturing and managing multiple sources of incoming documents.”
what sort of services would best complement the existing RM focus?

CS: Obviously we had our own scanning business in place already - which at that time wasn't particularly strong, but fit quite neatly alongside the rest of the business. We've developed a shredding capability, partly through acquisitions, but also as we've built our facilities we've been able to show some organic growth in that area.

We also bought a RM business which had its own relocation business, and it became clear that in fact the customer for both of those businesses was essentially the same. That firm and another office removals company we bought had both slightly 'fallen into' the Records Management business - as you might imagine, their customers were increasingly saying "Can you clear our offices for us - oh, and could you also store our documents somewhere?"

DT: What is your route to market? Is it a conventional IT sale or is it more of an office service channel?

CS: The Facilities Manager who looks after an office move may very well be the person responsible for storing the company's physical documents. By extension they will also then be responsible for looking at retention and destruction - i.e. shredding. Other business opportunities we're exploiting are IT relocation - which again obviously fits closely with the office relocation side of things - and a couple of years ago we also moved into IT recycling. Often when a business is moving, that's the time when they wonder what to do about all their ageing computer equipment.

DT: With so much M&A activity in the last five years, you must have become a significant player in the market?

CS: Undoubtedly: we'd say that within the RM market space we are comfortably number two in the UK at present, nearly twice the size of our nearest competitor. Even in shredding we're probably number three nationally. In scanning, following the acquisition of Cintas, we think we're probably number two in the UK now in traditional bureau terms - though obviously that area is a little harder to make meaningful comparisons in as it's a far more complex market in terms of the offerings available.

In addition to that we're number one in office relocation, and we're a reasonable player in both IT relocation and IT recycling. Being able to offer such a wide range of services right across the country obviously makes us attractive to lots of clients who want to be able to use one supplier for more than one thing. All our customers are on one single CRM database - so if I'm a shredding salesman looking at selling into a particular corporation or NHS Trust, for example, I can look on our systems and see that perhaps we moved their office last year, or we stored their patient records - I have immediate access to the key people within that prospective client organisation.

DT: Does it make a difference to prospective customers that you are entirely a UK business?

CS: Sometimes we might be competing with UK subsidiaries of multinationals, who really don't have the same level of understanding of the UK market. We have an offering entirely tailored toward the UK market as opposed to something that might be dictated from a central HQ in the USA, for instance. It means we are able to offer a much higher degree of flexibility.

If you look at our penetration levels in various markets, we are doing some sort of business with over 40% of FTSE 100 companies. We work with 80% of the top 25 accountancy firms, 64% of the top 50 UK legal practices, nearly a third of all UK local authorities and over a quarter of the UK's NHS Trusts. And of course, every time we make another acquisition, this adds to our customer base, and the base of potential users of our other services.

DT: Which areas of the Restore business would you say are likely to see the most growth in the future? Is Document Management going to be as much of a focus area for you as Records Management has in the past?

CS: We bought Cintas last year, which had a DM and an RM business, and the records management function was relatively easy to 'fold in' to our existing operation. The scanning business was one we'd actually looked at buying a few years ago, so it was quite nice to eventually get hold of it via the company who had actually bought it then, which was Cintas. We're very excited as we've got our hands on what most people agree is a terrific scanning business. We're investing a lot of money in that area in terms of equipment and IT, and we're expecting that business to bring in 10 million pounds of revenue for us in 2015.

In terms of target markets generally, it's worth pointing out that in the private sector, any business of any scale is outsourcing Records Management already. In the public sector, we believe only around half of that market is vended - and it is ridiculous to think of expensive city centre space being filled with cardboard boxes. So that is an area we are targeting, certainly - and I believe there is also a lot of work to be done in that area on the scanning side over the coming years.

We are very well positioned at Restore to differentiate ourselves from the competition when we go after this business: to an extent it's all about scale, about having locations across the country. This lets us keep overheads low while managing capacity at all of our sites. I see the market changing in terms of there being far fewer players - it is increasingly difficult for the smaller independent firms to win new business now. As we already said, the private sector is more or less fully vended, and customers don't tend to move on. The most common way for us to pick up new business is when an organisation looks to consolidate its suppliers because it feels it has too many different ones across the UK. When they do that, obviously they are far more likely to want to consolidate to a player like ourselves, and the smaller operators will lose that business.

On the scanning side, we've all seen that the amount you can get paid for scanning a sheet of paper has come right down in recent years - so it comes down again to investment in better technology, in faster machines. And again the smaller local bureaux generally can't make the kind of investment that we do.

More info: www.restoreplc.com

May/June 2015

@DMMagAndAwards
COMPACT DOCUMENT SCANNER FOR BUSY WORKGROUPS AND CUSTOMER-FACING ENVIRONMENTS

imageFORMULA DR-C240

Reliable media handling
From very thin to thick papers, plastic cards, and even passports, Canon's highly versatile scanners ensure smooth, reliable feeding, with features like multi-feed detection using ultrasonic technology.

Advanced image processing
Create optimal images for archiving or further data extraction, with a wide range of image processing features, including moiré and background colour removal, text enhancement and colour drop out.

High quality image
Improve text readability and OCR accuracy, with the advanced CMOS Contact Image Sensor, which has multiple lenses that allow it to produce high quality, sharp images with little distortion.

Save on energy and space
Enjoy compact and lightweight scanner design with lower power consumption thanks to a shorter reflective path between the document and the sensor as well as the use of the LED light source.

canon.co.uk/imageFORMULA
canon-elec.co.jp
MISL, a UK-based bureau and BPO provider, has carried out one of the fastest medical records digitisation projects in the UK for The Royal Free London NHS Foundation Trusts. It will have scanned all of The Royal Free London NHS Foundation Trusts’ patient medical records by Christmas 2015 which is two years ahead of schedule. Taking just 21 months, this is a significant achievement given around 750,000 patient files will have been digitised totalling some 300 million images.

One of the most famous medical centres in the country, The Royal Free is a teaching hospital located in Hampstead, North London. It offers world-class clinical expertise in kidney, liver and bone marrow transplants, breast and plastic surgery, and the treatment of tumours. It has achieved a number of ‘firsts’ in the UK - the first hospital to carry out a liver transplant between a live adult donor and a patient and the first to introduce a PET scan for breast cancer. Every year it treats around 68,000 inpatients and 500,000 outpatients.

RECORDS AT THEIR FINGERTIPS
Will Smart, The Royal Free’s chief information officer says, ‘Digitising our medical records library is in line with the Government’s QIPP agenda, Jeremy Hunt’s challenge that Trusts should be ‘paper lite’ and, of course, our desire to keep improving patient care. Fast access to notes via computers delivers this and means our clinicians now have patient records right at their fingertips.’

MISL won the significant £4.5 million contract to provide document scanning services to The Royal Free in November 2013. Its team then worked closely with the hospital during a comprehensive planning phase to advise, agree and test the most effective processes for digitising records. Actual scanning started in early 2015. The initiative has involved scanning the hospital’s entire medical records archive and the ongoing scanning of patient information as new clinical notes are created, so-called day forward scanning.

Originally the project was expected to take five years but MISL will complete the project early given the new processes put in place, the hard work of staff and investment in new technology which has boosted bureau productivity by over 20%. MISL’s team has worked 24 hours a day in three shifts five days a week.

MATTER OF LIFE AND DEATH
To meet the specific contractual requirements, MISL hired new staff, leased a new building dedicated to the project and bought new IT equipment -
CASE STUDY: ROYAL FREE HOSPITAL

“DIGITISING OUR MEDICAL RECORDS LIBRARY IS IN LINE WITH THE GOVERNMENT’S QIPP AGENDA, JEREMY HUNT’S CHALLENGE THAT TRUSTS SHOULD BE ‘PAPER LITE’ AND, OF COURSE, OUR DESIRE TO KEEP IMPROVING PATIENT CARE. FAST ACCESS TO NOTES VIA COMPUTERS DELIVERS THIS AND MEANS OUR CLINICIANS NOW HAVE PATIENT RECORDS RIGHT AT THEIR FINGER TIPS.” - WILL SMART, CIO, ROYAL FREE LONDON NHS FOUNDATION TRUSTS

an investment totalling £500,000. As part of this, MISL selected Kodak Alaris as its strategic scanner partner. It purchased five Kodak i5600 and six Kodak i5800 production scanners along with Kodak Capture Pro Network Edition imaging software.

Steven Clarke, MISL’s sales & marketing director, says, "So that we hit our agreed SLA’s, minimised downtime, enhanced productivity and ensured we met BS10008 rules, we upgraded to the latest Kodak scanners. Dealing with medical records is not like scanning invoices or bank statements. You’re potentially playing with someone’s life if there isn’t the level of quality in the images scanned. It’s very easy to forget this which is why we wanted the best equipment to do the job."

MISL designed the project internally to function from a single, secure and dedicated industrial unit in Hoddesdon, Hertfordshire. The unit was procured and fitted out to the highest security standards to incorporate the storage of documents pre and post scanning together with the production area. The unit was subject to significant building work and security systems were installed together with two dedicated and secured fibre optic data links to the Trust to enable the transfer of scanned data to The Royal Free’s electronic document and records management (EDRM) system from Open Text.

SLAS NOT OPTIONAL
MISL agreed various SLA’s with The Royal Free depending on record type. For archive scanning, it had a five day turnaround from collection to image upload, two days for day forward scanning and two hours for Accident & Emergency records on receipt of files at the MISL bureau.

Alastair Crisp, The Royal Free’s EDRM programme manager says, “MISL has been sending us over 500,000 images per day which are loaded into Open Text and made available at the point of care for all clinicians.”

Given The Royal Free’s focus on transplant patients - of which there are over 600 - MISL has done all the scanning of these records onsite using a Kodak i5600 scanner, such is the importance of these notes. Reliability of the scanning equipment is therefore paramount. “In tandem with image quality, service and support was crucial to the whole project and another reason why Kodak Alaris was selected,” says Francesca Foy, MISL’s operations manager. “Their service is second to none as we just couldn’t afford to have down time.”

In addition, MISL put in place robust disaster recovery plans to ensure business continuity. Clarke says, “We’ve tested our processes without Kodak Alaris even knowing it. Performance was excellent which provided us total confidence that we could meet all our commercial commitments to the Trust."

20% PRODUCTIVITY GAINS
MISL has seen a 20% improvement in operator productivity using the Kodak i5600 and i5800 production scanners in contrast to older equipment deployed at the bureau. The new scanners process 170 and 210 pages per minute respectively with no daily volume limits. Clarke says, “We’ve been working to tight margins so the 20% gain means we’ve hired 70 staff to service The Royal Free account instead of 84 - that’s a saving straight to our bottom line.”

Neil Murphy, Kodak Alaris’ UK sales manager commented, “Reliability, performance, service and support are the hallmarks of what makes us unique in the market. It’s writ large on The Royal Free project. Image quality is also key. MISL had to meet a 0.01% image failure rate target, which it has done. This is a testament to the performance of Kodak Capture Pro imaging software - which incidentally also has no click charges; perfect for cost sensitive bureaux where paper processing volumes are huge.”

More info: www.kodakalaris.com
DM INTERVIEW: XEROX SCANNERS

Upping the intelligence quotient

DM Magazine speaks to Jorni Kastawi, Enterprise Sales Engineer at the Xerox Scanners team within Visioneer Europe, to find out more about their new 'Intelligent Capture Services' offering

David Tyler: So what exactly does Intelligent Capture Services mean?
Jorni Kastawi: In a constantly changing environment you need suppliers that can change with you and are fully capable of adapting to fit your requirements, and not expecting you to change to fit their products. This is something that the guys at Xerox Scanners have realised is missing with many hardware manufacturers and wanted to address for their product range.

Large enterprise customers rarely purchase IT hardware individually; it is usually required as just one part of a whole solution that needs to integrate seamlessly into their business processes and procedures. Unfortunately more often than not the hardware doesn’t do quite what it was needed to and then the processes need to change to accommodate the new hardware that was purchased. Xerox Scanners are trying to eliminate that frustration with the introduction of their new Intelligent Capture Services.

This is a completely new service offering, headed up by myself: I was recruited by Xerox Scanners specifically to help existing and potential customers get the best out of their scanners. We already have many of the software solutions together with intelligent and adaptable hardware available as standard. We know that making sure your solution works in the way that works for you is of paramount importance and therefore we are available to develop our products to ensure they fit your business and not the other way round.

DT: Can you give any examples of how this service is working for your customers?
JK: As one example, I have been working with a foreign insurance company which was looking to scan, automatically index, archive and merge documents with their existing document management system. These documents vary from invoices, for example, to customer complaints, insurance policies (partially filled in by hand), passports and signed contracts. As they have branch offices throughout the country, they used to put all these documents in an envelope and send them to the Head Office. Sometimes documents would not arrive on time, or not go to the right department or they’d simply get lost without any track & trace capability. This is not only costly but also time consuming, let alone the ‘collateral damage’ it cost to customer and the insurance company.

What they wanted to do now is to scan these documents, structure them and make sure they were filed and accessible by every branch and correct department as well as for their customers online. Since most of these documents are partially handwritten, we have used one of our Intelligent Capture Services (our powerful OCR software). This made the physical delivery of any important document a thing of the past; instead documents are accessible online. As a result: this cut costs, saved time and significantly reduced the numbers of document lost (closing the gap on security breaches as well).

DT: The thinking behind the concept is certainly logical - are you able to expand on the specifics of the offering itself?
JK: The software solutions we have available as standard include Production Scanning. This powerful data capture tool captures information from paper-based documents and transforms it into usable, searchable and fully indexed data, paper-based documents and transforms it into usable, searchable and fully indexed data. Users can set up templates for forms which can be processed at the same speed they take to scan. For example, a logistics company could still be working with delivery slips, and with, say, 30 drivers out there handling 50 deliveries a day, the amount of paperwork soon builds up. Any reduction in the time and...
INTERVIEW: XEROX SCANNERS

"LARGE ENTERPRISE CUSTOMERS RARELY PURCHASE IT HARDWARE INDIVIDUALLY; IT IS USUALLY REQUIRED AS JUST ONE PART OF A WHOLE SOLUTION THAT NEEDS TO INTEGRATE SEAMLESSLY INTO THEIR BUSINESS PROCESSES AND PROCEDURES. UNFORTUNATELY MORE OFTEN THAN NOT THE HARDWARE DOESN'T DO QUITE WHAT IT WAS NEEDED TO AND THEN THE PROCESSES NEED TO CHANGE TO ACCOMMODATE THE NEW HARDWARE THAT WAS PURCHASED. XEROX SCANNERS ARE TRYING TO ELIMINATE THAT FRUSTRATION WITH THE INTRODUCTION OF THEIR NEW INTELLIGENT CAPTURE SERVICES."

"Effort made to process all those forms will mean lower workloads, and - in the long run - lower operating costs. Their paper-based forms become useful business information within minutes of the driver returning to base.

Often capture solutions come with artificial limitations or unnecessary cost implications. Some make you pay as you go to keep scanning pages, while others have a sliding payment structure that changes with the speed you scan: Solutions offered by Xerox Scanners offer unlimited scanning capabilities without these limitations, and support every Xerox scanner, without making speed an issue.

This is a complete, turnkey solution for scanning large quantities of documents, with the most powerful automated data capture options and reporting and editing tools around. It hasn’t been limited on any level, enabling your company to make the most of Xerox's document scanners and solutions.

Alongside this comes our OCR capability. Xerox scanners come with powerful OCR software that converts paper-based documents into digital text with incredible accuracy. Many companies, however, need to work with more than one language e.g. a firm with branches in London and Paris. Head office may have to deal with documents in English and in French, and who wants to slow down while language settings are changed and/or software is restarted? Xerox Scanners make it possible to scan documents in any two of nearly 165 supported languages, and the OCR systems switch from one to the other on the fly. One scanner and one workstation can serve two languages, cutting down on hardware and software investments, headcount and operating costs.

In addition, users can work seamlessly with their accounts department or accountants by automatically scanning paper documents or importing digital files directly into the accounting system. In just one touch all information can be classified and filed. The accountants’ lives are made easier because all invoices automatically arrive in digital format with all fields automatically extracted for their particular accounting system.

DT: What is next for you personally as you roll out these offerings to market?

JK: As I touched on earlier, I was brought in because of my 12 years of technical expertise in IT service management and specifically in document management solutions. I’ve been personally involved in global implementation projects including the installation of complex, multi-national DM solutions. Now, in addition to creating and installing bespoke scanning solutions, I am also available for ongoing training and support to make certain user organisations are getting the best out of the solution and ensuring that it is working the way that the business needs it to.

More info: www.xeroxscanners.com"
Staying on top of documents

Accounting and financial services firm Moore Stephens LLP has improved internal processes and service quality since implementing a system for cross-platform monitoring and reporting

Moore Stephens LLP is an accounting and financial services organisation that was founded in London in 1907. Today, the UK network has over 1,500 partners and staff. Moore Stephens International, regarded as one of the world’s major accounting and consulting networks, consists of 307 independent firms with 667 representative offices and involving over 27,000 partners, principals and staff across 105 countries. The member firms’ services include accounting, auditing, shipping consulting, and financial advisory.

Managing audits and dealing with multi-jurisdictional tax matters of multinational operations is the core of Moore Stephens International’s business. The scope of its global client management extends, therefore, beyond the delivery of compliance services to advising on international business structures and tax planning to minimise tax liabilities.

TALKING ACROSS PLATFORMS

Moore Stephens LLP operates more than two hundred desktop applications and in excess of five hundred databases. One of the significant challenges faced by any organisation with a complex IT infrastructure is coordinating and controlling how information moves around these disparate systems. The organisation needed a tool to supplement the standard feature set of its document management system, such as delivering a weekly summary of all correspondence to department managers and assembling reports of outstanding purchase orders.

"We wanted to integrate data from multiple systems and then generate reports and alerts from the combined data. We knew that we needed a cross-platform monitoring, reporting and alerting tool. Basically doing things that individual products were not capable of doing - each product has its own reporting system, which only talks to its own data," explained Charles Verrier, Information & Database Architect, Moore Stephens LLP. "We knew that there were areas that were not performing as well as they could and it was about getting a tool to do that work; in some cases, to replace old, custom written solutions that had built up over the years."

ERROR CHECKING THE DM SYSTEM

The first task that Moore Stephens implemented using Orbis Software’s TaskCentre was to routinely monitor the database of the organisation’s document management system, to identify cases where document usage was not adhering to the company’s internal processes or according to best practice. It also monitored usage patterns to identify data problems in the database, which would then alert the IT department.

"TaskCentre automatically sends alert messages to users to let them know about a problem before it becomes a problem. We can spot patterns in the data that, from experience, we can tell are going to cause the user a problem," explained Verrier. "We can now send them an email saying this document is going to be a problem if you don’t do something, or you need to change the way you are handling it. We have those set to run twice a week."
"TASKCENTRE AUTOMATICALLY SENDS ALERT MESSAGES TO USERS TO LET THEM KNOW ABOUT A PROBLEM BEFORE IT BECOMES A PROBLEM. WE CAN SPOT PATTERNS IN THE DATA THAT, FROM EXPERIENCE, WE CAN TELL ARE GOING TO CAUSE THE USER A PROBLEM. WE CAN NOW SEND THEM AN EMAIL SAYING THIS DOCUMENT IS GOING TO BE A PROBLEM IF YOU DON'T DO SOMETHING, OR YOU NEED TO CHANGE THE WAY YOU ARE HANDLING IT."

MONITORING MULTIPLE DATABASES
The biggest usage, in terms of the number of alerts, stems from monitoring multiple databases to look for cases when data goes out of synchronisation - for example, when a member of staff gets married and changes their surname. As the surname can reside in any number of databases across the organisation it can be time-consuming to keep the records up-to-date.

'We use TaskCentre to monitor multiple databases and look for cases where data should be the same, but has gone out of sync. It then generates a regular report for the necessary people to inform them that they need to manually sort out a discrepancy that shouldn't be there,' said Verrier.

'Sometimes you can write custom routines to sort that out, but it's not always possible. There could be regulatory or contractual reasons why we are not allowed to directly write to another database. In that case, the best we can do is identify a synchronisation problem and email a request that an authorised person fixes the data.'

GENERATING & DELIVERING REPORTS
Moore Stephens also uses TaskCentre to supplement the standard feature set of its document management system. One requirement that couldn't be achieved was to deliver a weekly summary to department managers of all correspondence that had been created in the department during the week. Previously, and still in many organisations, this was achieved by manually recording every letter that left the building in a physical 'letter book'.

'TaskCentre generates a report at the end of each week, categorised and organised by department and person, and then emails it to departmental managers who need to do a quick review of activity during that week,' said Verrier. 'We also use it within our purchase ledger system. Once a week it assembles a report of purchase orders still awaiting approval and circulates that report to stakeholders, just to make sure that we keep on top of our purchase ordering.'

TaskCentre's flexibility and ability to integrate most products has enabled the organisation to automate numerous processes, streamline document sharing and explore new developments. "TaskCentre is the market leader for doing what it does - and we certainly knew that it would add value," said Verrier. "We had a couple of particular goals in mind, but most of the stuff that we have done with it has only happened after the product was installed."

The deployment of TaskCentre provided Moore Stephens with the opportunity to decommission some of its older cross-platform solutions and introduce a single centralised system instead that would be capable of integrating a number of independent databases and systems.

'It meant that we could consolidate a lot of things into one product that could be managed by one skill-set. With old IT systems that were written by people who left the firm years ago it can be increasingly difficult to support multiple custom cross-product reporting tools," explained Verrier. 'By replacing things that might have been custom written and instead just generating TaskCentre workflows, it's much more practical to support and maintain these customised functions into the future."

Prior to installing TaskCentre and automation, many of the tasks that the organisation wanted to achieve required so much effort that Verrier admits that they wouldn't have considered doing them: 'The number of man hours required to duplicate the things that TaskCentre does automatically just wouldn't have been worth the effort. There wouldn't have been a business case to even do the work. This is about improving our internal processes and service quality really. It also creates new opportunities to generally improve data quality internally.'

INFRASTRUCTURE PLANNING

Moore Stephens has only just started exploiting the full capabilities of TaskCentre. It is currently investigating its further use to replace some custom written reports that it uses for warning people when their timesheets haven't been completed on time, by integrating it with its time and fees product. The organisation is also looking at using TaskCentre for monitoring its IT infrastructure, which includes a wide area network, local area network, IP phone system and lots of routers and multi-office connections.

'While there are individual applications that can monitor all of these things they all tend to generate their own flavour of reporting and own way of alerting when something goes wrong,' said Verrier. 'We have been looking at TaskCentre, therefore, as a way of consolidating alerts from other specialised systems, so that we have a single, consistent approach for generating infrastructure alerts within the business.'

More info: www.orbis-software.com
Event: DM Awards 2015

Taking place once again in the plush environs of London’s Hotel Russell, the DM Awards 2015 will be our ninth and biggest ever event. But of course there can be no awards without winners - and that’s where our readers come in! Please visit the awards website (see below), as it is of course your views as DM readers that should be shaping the list of winners.

This year we have introduced a Mobile Capture Product of the Year award to highlight the developments in this fast growing area of professional scanners available in the document management marketplace.

David Hammond of the DM Awards is keen to encourage companies to get involved: “With most of the Awards decided by voting, the candidates have a part to play themselves. The impact that companies have made on readers over the past year will be a factor. We think there is a lot to play for. The marketing that companies do between now and the close of voting will influence the outcome.”

David suggests three tips to help companies get the best out of the process:

1) Nominate yourselves - One extra nomination might make the difference between a company becoming a finalist or not!

2) Ask others for their support - Encourage those who know and value your solutions and products to nominate you.

3) Step up the publicity - Your most recently-launched solutions might be your best yet, but have they had a chance to make their mark on the wider community? Solutions that have been on the market longer perhaps have a natural advantage. Your newest solutions may therefore need the most marketing support.

Nominating and voting will decide most winners, but not all of them, of course. A panel of selected judges including the Editor of Document Manager will be judging the Project of the Year categories plus the Investment in the Future Award for Training/Education - sponsored by AIIM Forum UK.

The full list of categories is reproduced opposite. Nominations will close on the 17th July, and the 2015 Document Manager Awards ceremony will take place at The Hotel Russell, London on 22nd October 2015.

www.dmawards.com

Winning ways

Just when you thought you were safe from hearing people talking about the importance of voting, along comes the 2015 DM Awards ceremony, as we get ready to celebrate our ninth birthday in style

www.dmawards.com
EVENT: DM AWARDS 2015

AWARDS CATEGORIES 2015

PRODUCT AWARDS
Compliance Product of the Year
Data Capture/Recognition Product of the Year
Imaging Product of the Year: Desktop/portable/other
Imaging Product of the Year: Workgroup
Imaging Product of the Year: High Volume
Environmental Product of the Year
Email Product of the Year
Records Management Product of the Year
Mobile Capture Product of the Year
CMS Product of the Year: SME
CMS Product of the Year: Enterprise
Workflow/BPM Product of the Year
Hardware Product of the Year
Software Product of the Year
Editor's Choice
Product of the Year

COMPANY AWARDS
BPO/Outsourcing/Bureau Business of the Year
Service/Support Company of the Year
Data Destruction & Shredding Business of the Year
Channel Partner of the Year
Investment in the Future Award for Training/Education (sponsored by AIIM Forum UK)
Company of the Year

PROJECT AWARDS
Project of the Year: Public Sector
Project of the Year: Private Sector
Project of the Year: Gold Award

MORE INFO: WWW.DMAWARDS.COM
The patient approach

The UK government continues to press for a paperless NHS, but Dr Vijay Magon of CCube Solutions argues that simply throwing funds at the issue may well lead to yet another high-profile public sector IT disaster.

Newly re-appointed Health Secretary Jeremy Hunt wants the NHS to be paperless by 2018. He said going paperless would “save billions.” In a directive first issued in January 2013 Mr Hunt stated that he wants patients to have digital records so that their information can follow them. But unlike previous large scale, top-down directives, he wants this driven bottom up and by 2018 any crucial health information should be available to staff at the touch of a button.

Most NHS sites hold patient related data on a variety of different media, for example paper, microfilm and digital. It is currently very difficult to identify exactly what information may be held on a given patient. This has resulted in falling standards for maintaining the patient’s acute medical record; increasing risk and leaving patients and clinicians at a disadvantage. Furthermore, there are many well-known issues related to paper-based delivery of care, such as:

- Physical handling and transport of paper records
- Lack of audit on who looked at any record
- Only one person can see a record at any time
- Cannot easily share records without copying
- Lost records
- Escalating costs associated with handling physical records

Still, many health and IT professionals remain deeply sceptical that the NHS can be paperless by 2018 - a large percentage of healthcare professionals engaged in this work feel that paperless by 2018 goal is ‘a great ambition, but unrealistic.’ A recent survey in the Health Service Journal completed by 573 people - including healthcare leaders, clinicians and IT professionals - showed that more than seven out of 10 supported the paperless NHS concept but felt it was unrealistic. The key concerns expressed included:

- Lack of joined up working between different parts of the NHS
- Lack of interoperability between different vendors and systems
- The variety and diversity of clinical systems
- Insufficient information about the potential benefits from improved IT systems

However, on a more positive note, the majority expressed a need to improve their understanding of the key issues and learn from other organisations that have successfully used IT to achieve ‘paper lite’ healthcare if not paperless healthcare. A number of Trusts took the bold step towards paperless healthcare some years ago. These Trusts achieved ‘paper lite’ health care using Electronic Document and Records Management (EDRM) technologies - not just by installing IT, but by paying great attention to the underlying processes. Cost effective solutions based on established EDRM technologies offer the chance for Trusts to embrace a culture of compliant information management practice to deliver ‘paper lite’ health care if not paper less!

There is no magic bullet solution - just a common sense approach which focuses the available technologies on specific processes to ensure that the solution delivers what is expected of it. The process is a migratory one which promotes a trust-wide information repository with newly created clinical documents being ‘born’ onto the repository whilst ‘legacy’ information is scanned and digitised in a staged manner.

The core technology has been around for over 35 years, and is in use across many industry sectors. Lessons have been learnt through careful application of EDRM technologies. The returns from investments in EDRM are being...
MARKET FOCUS: HEALTHCARE

realised through careful application of this technology to address the needs of key users who deliver medical care rather than short-term measures to solve paper problems. Key users include clinicians, secretaries, and administrators. Each places specific demands on the medical record, and each of these demands must be addressed slightly differently.

So, as systems have become more affordable and are delivering real and measurable benefits, what have the pioneers achieved?

1. Process Efficiencies - savings gained through process efficiencies achieved by minimising dependencies on paper, by delivering the electronic patient record to those who provide care, at the right time, every time, and by guaranteeing the accuracy and quality of information delivered. St Helens and Knowsley NHS Trust already has all of its patient records accessible online for doctors, nurses, GPs, and community services.

2. Real Estate - savings gained through realisation of real estate to provide more treatment facilities and better quality of care. The recently launched e-LGs managed service (digitisation of Lloyd George records: www.e-lgs.sthk.nhs.uk) is a great example of how a very "low-tech" service is helping GP practices to release much needed space in the surgery for clinical activities without breaking the bank!

3. Access and Control - digitising patient records makes it easier to control access and sharing. The Hunt directive of "information following the patient" is both practical and readily manageable.

4. Innovation - one step leads to the next - innovation is within reach instead of being unreachable. Advances in technology and the consumerisation of IT mean that rapid progress towards the wider digital revolution can be made within the NHS IT, to help deliver timely and accurate information. Use of electronic forms, for example, to capture, store, manage, and deliver information electronically. Similarly, the vast amount of information locked in paper records is now being transformed into actionable data - systems that can understand content and deliver it to those who need it, when and where they need it.

These are no longer predictions. There is a real track record now, a record that has been established over the last five years, accompanied by real data which is accessible and should be used to learn from. This track record makes the case for going digital compelling. So, the question is: why isn’t everyone doing it?

Given the bad press about large scale sums on large scale IT projects. These are no longer predictions. The recent £240m technology fund has already been raided to finance support for hospitals struggling with their Accident and Emergency demands. Some of the lack of confidence in the NHS to achieve the flagship 2018 target may well be due to a fear that a large chunk of a £240m technology fund has already been raided to finance support for hospitals struggling with their Accident and Emergency demand.

THREE KEY POINTS:

1. It is vital to understand that simply digitising paper records is not enough. The solution must offer facilities to stop producing new paper through generation, management, and integration of electronic records. This includes catering for specific issues related to "living documents," i.e. documents are live and updated over long time spans, such as paediatric growth charts - simply digitising such paper charts is not viable.

2. Interoperability - Patient information resides on many disparate systems within Trusts. The electronic medical record cannot sit in a document management system that remains un-connected with other hospital systems and processes - information must be exchangeable and shareable amongst all practitioners. There is substantial legacy information in many institutions which is not automatically interoperable. Something has to be done to it to make it interoperable.

3. Delivery - to be optimally effective the electronic record has to be delivered to key users when and where they need it. A solution which offers a standard interface for all users will provide limited functionality to most!

Lessons must be learnt:

- not all Trusts are ready for the top end solutions - each must accommodate the technology and its implementation gradually to suit a number of local conditions including budgets, IT infrastructure, user training, etc.;
- a core application cannot be driven top-down without involving the people who will actually use it and who will be held accountable!

While it is good to see that the Hunt directive is accompanied by a financial commitment (a £240m fund), each Trust must make its own case for improvement and demonstrate willingness to change. Each Trust has to fight for money for this because there are so many competing demands. Some of the lack of confidence in the NHS to achieve the flagship 2018 target may well be due to a fear that a large chunk of a £240m technology fund has already been raided to finance support for hospitals struggling with their Accident and Emergency demand.

Simply throwing money at a problem will lead to yet another IT failure. The bottom-up approach means that the digital revolution in the NHS is achievable - gradually and over time rather than committing astronomical sums on large scale IT projects.

More info: www.ccubesolutions.com
EVENT PREVIEW: AIIM FORUM 2015

With the UK’s economic recovery in full swing, now is the time (says AIIM) to review how your information processes and systems can be better leveraged to support and accelerate your primary business objectives.

The AIIM Forum UK is a free independent event brought to you by AIIM (The Global Community of Information Professionals), to deliver thought leadership, market insights and expert advice through a one-day programme of educational seminars and a major showcase of the latest information management innovations. “This year’s event comes at a critical time for the information management profession,” says Deborah Puxty-Ward, European Event Director at organisers Revolution Events, “which is one of the reasons we changed the format to a single London event last year - so that we can provide more breadth and depth of content to help users to identify and prepare for the challenges ahead.”

THE INSIDE TRACK
Deborah goes on: “The combined impacts of IT consumerisation, cloud, mobile and advanced analytics are causing a significant shift in the information management landscape and the companies that provide the vital supporting technologies are rapidly changing shape. Many user organisations are struggling with best
practices and new norms as they transition to an era that will be dominated by more diverse work patterns, greater collaboration, increased privacy and security concerns and more government regulation, especially in the cloud.3
There are several significant trends emerging from this transition:

- New approaches to privacy and security
- Ubiquitous broadband connectivity
- Bottom up rather than top down innovation
- Lots more virtual and distributed work
- A shortage of IT ‘connective’ and analytic skills
- An OPEX vs. CAPEX procurement model
- Increased regulation of the cloud by national governments

The problem is not that ECM is no longer relevant. It is a good description of the set of capabilities that evolved from document management and workflow, and a good label for the technologies and capabilities needed to automate relatively static, document-intensive, mission-critical processes.

INVISIBLE ECM?
'Every organisation, every executive, every individual, every object is on a digital journey and content is at the heart of that journey,' notes futurist Thornton May. 'Content is ubiquitous and critical, but ECM is rapidly becoming invisible.' As an industry and as information professionals, we often explain the business problems we solve in ‘elevator pitches’ that would take a 4,000-story elevator to tell and use insider terms that the business just doesn’t get. And our pitches can be so rooted in where we have been that we forget to tell people where we are going. So let’s start making the case for better information processes in straight-forward terms that everyone understands.

ON THE AGENDA
The AIIM Forum starts with a unique vision of the future from AIIM, followed by a series of focused roundtable and case study sessions - allowing you to learn, discuss and compare how you manage your information with best practice across the industry. At lunchtime and the end of the day, additional keynotes offers extra food-for-thought and insights into key market drivers.
In his compelling opening keynote, AIIM President and industry visionary John Mancini explains how the combined impact of consumerisation, cloud/mobile and the Internet of Things are ushering in a new era of information management.
Later, AIIM’s Director of Market Intelligence Doug Miles examines the status quo, the key issues and the lessons learned, based on feedback from the AIIM user-community. He will set pointers and recommendations for how to best exploit and optimise your investment in ECM and SharePoint, including process optimisation, enterprise integration, automated classification, mobile collaboration, cloud strategies and data privacy.
Breakout sessions will run throughout the day on a variety of themes including:

- E-forms and tablets
- The intelligent digital mailroom
- Practical implementation of information governance
- Best practices for search excellence
- The importance of versatility in a data capture solution

The closing keynote is from Myron Hrycyk, Group CIO of Severn Trent, who will explain how he and his team of 350 staff have led a number of high-impact programmes designed to transform Severn Trent into ‘the best water and waste services utility in the UK’. With an operational IT spend of £40m per annum and a capital programme of £100m over 5 years, key innovations include the development of a cutting-edge mobility strategy and the deployment of ‘Lean’ and ‘Continuous Improvement’ techniques to optimise teamwork, information flows and customer service.
The exhibition and themed advice clinics will be open all day and you can even bring along examples of your own documents for processing at the Capture Centre, to see how they can be integrated with business processes to improve productivity and collaboration.
Attend the AIIM Forum UK on 24th June 2015 to find out how the latest innovations in content and information management can help to:

- Integrate communications across multiple channels
- Improve frontline service and increase customer loyalty
- Reduce process costs without sacrificing quality
- Minimise legal & financial risk
- Unlock the potential of mobile, cloud & social technologies
- Gain competitive advantage
- Build sustainable growth

"We can’t claim that the AIIM Forum can provide all of the answers in a single day,” concludes Deborah Puxty-Ward, “But delegates will certainly get a head-start on what their priorities should be for the next few years, together with some practical pointers on where best to focus their future investments.”
More info: www.aiimforum.co.uk
Banking on OCR

When a leading European banking organisation needed to digitise 25 million documents following the acquisition of a major UK bank, it found ABBYY’s FineReader Engine was the tool to trust.

CaixaBank, one of Europe’s leading banks and Spain’s third largest financial institution, has chosen ABBYY FineReader Engine, in a new project to digitise 25 million documents from Barclays Bank. The move followed the bank’s recent acquisition and will deploy the software development kit (SDK) for Optical Character Recognition (OCR) to digitally archive important customer information and business records.

“Previously, we evaluated many options on the market and chose to use ABBYY’s text recognition technology when digitising our own documents because of its high accuracy rate and adaptability to a wide range of document types,” says Jorge Cortada Fernandez, BPO technology director, CaixaBank. “When CaixaBank acquired the Barclays Bank business in Spain in late 2014, we wanted to digitise their 25 million legacy documents and knew from experience that ABBYY FineReader would be a good fit. To help us develop a complete solution and to deliver this project we turned to two of our technology partners - Indra BPO and Serimag Media - both of whom are experienced in image processing and document process automation. Because of our good experience we are currently evaluating future projects where we might deploy other ABBYY OCR technologies, such as in mobile document capture technology."

The principal aim of this project was to digitise and classify bank archives and to extract specific data from the documents, such as ID or VAT number, invoice amounts and client name. The 25 million documents were delivered to Indra BPO, an outsource service provider, for scanning. The documents were of many types and include credit files, risk assessments, mortgage loan applications, requisitions, wire transfer orders, invoices, cheques, national identity cards and many others. The scanned document images were then forwarded to the Serimag solution which used ABBYY FineReader Engine for text recognition and Serimag’s tools for classifying the documents by type. Because of ABBYY FineReader Engine’s features for image pre-processing, the solution is able to correct image files before the recognition stage and to detect the presence of signatures in a contract. On many of the documents ABBYY FineReader Engine achieved a recognition rate of between 92 and 97%, saving the bank significant time in post processing. In the end the documents are archived as both searchable PDF and TIFF in CaixaBank’s enterprise content management system (ECM), easily searched for key words and quickly retrieved in the future.

“We are honoured that a leading financial institution like CaixaBank has chosen this solution,” says Mireia Casadevall, key account manager, Serimag Media. “ABBYY’s OCR technology is truly best-in-class and they have been very supportive as a vendor. It is a testament to ABBYY’s compelling value proposition that organisations like Serimag and CaixaBank can rely on their text recognition and OCR toolkits to solve such a multitude of document processing needs.”

ABBYY FineReader Engine gives developers, system integrators and BPOs the possibility to easily integrate text recognition technologies into their applications. The ABBYY recognition platform delivers award-winning OCR functionalities, intelligent character recognition (ICR), barcode, checkmark, field-level/zonal recognition and PDF conversion enabling scanned documents and images to be automatically transformed into searchable and editable document formats, such as PDF/A, XML and other formats.

More info: www.abbyy.com/ocr-sdk/
Learn how effective information systems can help you to:

• Integrate communications across multiple channels
• Improve frontline service and customer loyalty
• Reduce process costs without sacrificing quality
• Minimise legal & financial risk
• Exploit mobile, cloud & social technologies
• Gain competitive advantage
• Build sustainable growth

And best of all...
ENTRY IS FREE
WHEN YOU REGISTER ONLINE!
www.aiimforum.co.uk
Considering the amount of documents you work with every day, we know scanning can get in the way of your work. That’s why Xerox offers a wide range of scanning solutions equipped with all the industry-leading tools you need to make scanning easier and faster. So you can keep moving—no matter how many documents stand in your way.

Scanning a sea of documents. Xerox makes it simple.

- **Xerox® DocuMate® 4799**
  - 112 ppm / 224 ipm at 300 dpi
  - A3 (11” x 17”) paper size

- **Xerox® DocuMate® 4790**
  - 90 ppm / 180 ipm at 200 dpi
  - Compact design

- **Xerox® DocuMate® 5460**
  - 60 ppm / 120 ipm duplex scanner
  - ID-Card and long document scanning