Document Management with Workgroup Scanners
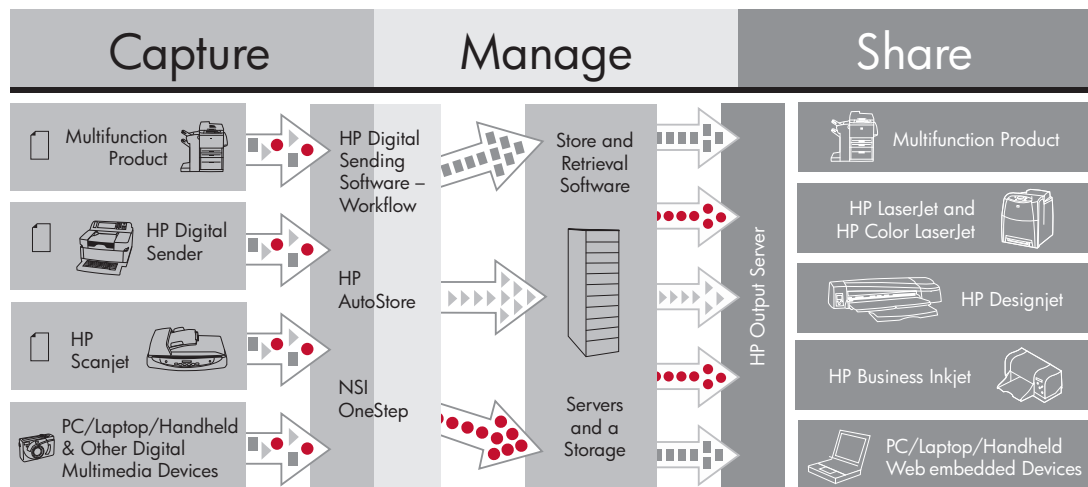
How-to guide

Overview

A document management system is a collection of integrated tools that convert paper documents into electronic form so you can store, share, and use them in your business. The right document management system helps you streamline everyday business processes, comply with industry and government regulations, and improve operational efficiencies across many areas of your business.

This how-to guide explores the elements of a successful document management system, with a focus on your scanner hardware and software choices.

The sections of this guide include:

» Understand it: find out how you can use a document management system to reduce business costs, share information, and better protect key business information. You'll also review the elements of a document management system.

» Plan it: get an overview of the steps involved in planning and building a document management system from the ground up.

» Do it: determine the business needs your document management system will provide, then match software and hardware tools to those needs.

» Use it: see how document management systems come together in two real world examples.

Capture	Manage	Share
Multifunction Product	HP Digital Sending Software – Workflow	Multifunction Product
HP Digital Sender	HP AutoStore	HP LaserJet and HP Color LaserJet
HP Scanjet	NSI OneStep	HP Designjet
PC/Laptop/Handheld & Other Digital Multimedia Devices	Store and Retrieval Software / Servers and a Storage	HP Business Inkjet
	HP Output Server	PC/Laptop/Handheld Web embedded Devices

Workgroup Scanners— Understand it

Document management is an overall business strategy based on digitizing information so you can manage and share business information efficiently.

A well-designed document management system has much to offer your business. It can help:

» Reduce filing costs. Digital documents can be easier to file and easier to access than paper.

» Reduce distribution costs. You can save printing, shipping, and postage charges when you e-mail a document rather than fax it.

» Protect information. You can control access to digital files, and maintain a history of who reads the document. Encryption options for e-mail and stored files provide even more control.

» Improve access to information. Groups of employees can share digital files more easily than they can paper. Multiple copies can be sent to appropriate users via e-mail in seconds, and web-based information can be viewed by anyone on the Internet (with proper authentication, if necessary).

» Address government regulations. Transferring your paper files to an electronic, secure system automatically permits you to easily and efficiently meet any federal regulations around information security.

Three elements of a document management system

Document management systems use a combination of hardware, software, and business rules to support these three key elements of the document management process:

» Capture. Scanners, MFPs or Digital senders can be used to create an electronic version of an existing paper document. Electronic files are also captured via PC's and other digital media devices such as digital cameras.

» Manage. Once your documents are in a consistent electronic format, you can store and manage them just like any other data file. You'll use server and storage equipment to secure, store, and backup your electronic records.

» Share. To share your electronic files, you can use any number of resources and tools, including printing, email, file sharing, and more.

Workgroup Scanners—Plan It

Before you start researching products and software, it's important that you have a firm handle on your present and future document management needs. Many businesses prefer to begin by working with a reseller partner versed in document management solutions. These experts can work with you to outline your present and future needs, your infrastructure, and your workflow to put together the best solution for your business.

Building your own document management solution

If you prefer to build the solution yourself, choosing the right hardware and software for your document management system is just one part of a larger, systematic process of evaluating your needs and defining requirements for your system. The steps in this process include:

» **Understand where you are now.** Before you can implement a new system or move forward with new processes, you need to have a firm understanding of where your organization is right now. Evaluate your current processes and IT environment, interview staff to identify your requirements, and carefully define the amount of information you need to manage. Map out your current workflows and define what you want to do with your files, e.g., will they be indexed and routed into another workflow or simply archived.

» **Detail where you want to be.** A well-defined requirements document showing workflows will help you choose the right technology for your document management system and work with the professionals who will create it for you. The more time you spend developing your requirements, the better your chances are of creating a system that meets your needs.

» **Involve the right people.** Make sure that all the people who will be impacted by this change are on-board with the project, before implementation. Skipping this step is one of the biggest reasons cited for project failure.

» **Create a high-level design.** As you move out of the requirements phase of your project, document how your new system will fit within your existing IT infrastructure. This architecture document will help you identify and resolve any technology incompatibilities before you invest in hardware, software, or development. It will also be valuable as you begin to choose components for your system.

» **Make smart technology investments.** With requirements and architecture documents in hand, you can begin to compare the available technology solutions and choose the products that best fit your system.

» **Build your system.** Once you know what you want to build and have the tools you need to build it, you can begin assembling your document management system. Consider starting with a pilot program, then proceeding with a complete system once the pilot is a success and you've tweaked your system based on its results.

» **Evaluate, evaluate, evaluate.** Your company isn't static—and your document management system shouldn't be, either. Constantly evaluate the effectiveness of your system, and be ready to make changes in scope and scale as your company's needs require.

Workgroup Scanners—Do It

As with any technology project today, you have a variety of choices before you as you roll out a document management system. Each choice allows you to address exact problems with exact solutions. You can design a document management system that can handle current needs while keeping the door open to integrate advanced tools as your needs change and grow. Again, it's important to identify your software needs first, and then choose the product that best fulfills those requirements.

Software

Software applications & implementations come in many forms from simple to complex and are applied in a variety of ways, dependent on your system/workflows.

The basic software components of a document management system are capture and manage software. Your solution may also include storage, delivery and archival components. All of the functions of the software solution are scalable from small to large.

The features of a document management application typically involve the creation, revision, approval and consumption of electronic documents. You'll note that there are overlaps between document capture and document management applications - how the system is configured is dependent on your unique environment.

In addition to application software, your scanning device typically includes software drivers (ISIS and/or TWAIN) which enable integration of the device into a simple or sophisticated document management solution.

Because of the potential complexities involved in a larger more sophisticated document management system, you may be better off working with a trusted partner. For less complex document management solutions, a scanner and simple document management application such as PaperPort are straightforward and easy to install.

Document capture applications feature a fairly standard workflow. Here is a quick look at each stage:

Stage	Technologies	Results
Scanning and document capture.	Scanners and multifunction products (MFPs).	Inbound paper documents are converted into electronic images.
Image cleanup.	Capture software for de-skewing, de-speckling and other image quality issues.	Quality of image is ensured.
Recognition & indexing.	Capture software supporting automated recognition & indexing techniques such as barcode recognition & optical character recognition (OCR).	The image and the information it contains are associated with data or metadata. Depending on the capture software utilized, image may at this point be routed to another workstation for final review.
Export (to document or content management system or other repository).	Two options: • Digital sending technology: use to send to multiple locations (file systems, content repositories, e-mail addresses, etc.) • Capture software with 'release': module used to migrate information directly into a content management system	Images and index data are imported for use in downstream business processes.

Choosing your capture device

Once you understand what your needs are for storing and managing documents and you've identified the best software for your needs, it's time to begin the search for the right hardware. Understanding your requirements for converting paper documents to electronic documents is the key to choosing the right combination of products.

Capture devices are available as stand-alone or multifunction (MFP) devices. MFPs offer the flexibility to scan, print, or fax from the same device. Scanning is available through the automatic document feeder (ADF) or from the scanner bed. Stand-alone document management devices are dedicated to scanning and are available in two types—flatbed with an ADF and sheet-feed. Scanning on a flatbed device can be accomplished either though the ADF or from the scanner bed. While on a sheet-feed device scans are done exclusively through the ADF.

Both MFPs and stand-alone scanning devices offer customizable front panel controls, making it easy for multiple users to scan, index, categorize and send documents directly from the device. Easy integration with popular processing applications and document management platforms make these devices highly adaptable to existing environments and processes.

Scanners are classified as low-, mid- and high-volume, based on the speed of the device and the volume of pages it's designed to handle. The ability to reliably handle higher volumes at higher speeds increases with the cost of the device.

» **Low-volume (or workgroup) scanners:** typically characterized by speeds of 10 to 25 pages or 20 to 50 images per minute (ppm/ipm). They can reliably handle 500 to 1,000 pages-per-day (ppd) and cost between $500 and $2,000. Workgroup scanners are often used in distributed scanning environments with a variety of capture workflows. These devices are suitable for small businesses as well as larger environments where multiple installations can often replace higher volume scanners and increase efficiencies by moving the capture closer to the work.

» **Mid-volume (or department) scanners:** the hybrids of scanning technology, equally at home in either workgroup- or production-class settings. Characterized by speeds of 26-40 ppm / 52-80 ipm, department scanners handle loads of 3,000 ppd and are typically priced between $2,000 and $5,000.

» **High-volume (or production) scanners:** designed for the rigors of centralized scanning environments. At speeds of 82-plus ppm/ipm, loads of 5,000-plus ppd and costs of $5,000 and up, these devices are integrated into large, sophisticated document management systems and are generally operated by dedicated scan technicians.

Note: Remember that a document management system is a combination of tools, which means you can scale different elements of your system to meet changing company needs.

You may create a system that uses a combination of light and medium digitizing products, and then add products that can digitize more documents at higher speeds later on.

HP Scanner solutions

HP offers a complete line of stand-alone scanners designed to meet the needs of varied businesses.

Top scanner products include:

» **HP Scanjet 7650:** Versatile flatbed scanner for the general office

» **HP Scanjet 7650n:** Fully networked flatbed scanning and sending solution for the general office

» **HP Scanjet 8270:** Versatile flatbed scanning for the general office or entry-level document management

» **HP Scanjet N7710:** Fast sheet-feed scanner with a 50-page feeder for workgroup document management

» **HP Scanjet N8460:** Flatbed, duplex scanner with a 100-page automatic feeder and legal-size flatbed for easy, reliable document scanning

» **HP 9250c Digital Sender:** A dedicated device for sharing, archiving, and integrating paper documents into electronic workflows

Manage & share your documents

The choices you make about how to distribute and share electronic documents depend on the size and scope of your company and your document management project. Some companies justify their document management projects on the security they get by moving documents to network storage for security and backup, and the savings they get by storing the paper documents in low-cost storage facilities. Other companies choose to make every scanned document available to every authorized employee at any time via networks of servers and storage hardware controlled by enterprise-level software.

HP offers a variety of products that help you distribute and access files at the end of the document management process. Once you have the core of your documentation management system in place, you can get the most out of it with the following tools:

» **HP Printer products** allow you to quickly assemble hardcopies of your electronic documentation.

» **HP Desktops and workstations** help you build an office environment as robust as you need, so you can continue streamlining overall operations.

» **HP Servers & storage** give you security and peace of mind, providing a range of solutions to help you store and backup your files.

» **HP PDAs, notebooks and Tablet PCs** give you alternative tools to access files and documentation, to suit the unique needs of your business.

Workgroup Scanners—Use It

Success story:
Union Capital Mortgage

Launched in 1995, Union Capital Mortgage (UC) is a private mortgage bank serving residential homeowners. It is a small- to medium-sized company located in Willoughby Hills, Ohio, and conducts business in Pennsylvania, New York, Florida and Ohio. Its recent gains in the highly competitive mortgage arena have been attributed to the timeliness of its services, thanks in part to help from HP.

UC elected to differentiate itself in the very intense mortgage banking industry by improving the expediency of its communication with customers.

Challenges
» Reduce loan processing time to stay competitive.

» Increase number of return customers.

» Remove space limitations due to federal requirement to store mortgage documents for five years, and financial records for UC and its customers for seven years.

» Eliminate significant time drains for UC employees:

» Copying and preparing loan files for shipment to investors (125-500 pages) took 1.5 hrs;

» Sending and receiving large mortgage documents (55-60 pages) to/from borrowers via fax was a frustrating, error-prone experience; and

» Sharing large documents (150-250 pages) between dispersed offices.

» Improve time-consuming and expensive task of archiving and retrieving documents from storage.

Tip: Small businesses can often benefit from task centers that put scanners, printers, and other tools of a small document management system together in one place.

Solution
» Partnership with MCPc for systems integration services.

» ApplicationXtender® from Documentum - a document management application for archiving and managing loan details as well as other documents from other workflow processes.

» HP Scanjet 8200 series scanners for fast, cost-effective capture of large existing mortgage files.

» HP LaserJet 4100 series MFPs for capture of new mortgage files as they are being created, for sending and receiving electronic files from external parties such as customers, title companies, etc., and for ongoing copying, printing, faxing and scanning functionality.

» HP AutoStore software for optimized routing of captured data into ApplicationXtender, and to consolidate and organize forms used by various workgroups.

» HP digital media for onsite backup.

» HP DVD raid system for offsite disaster recovery storage.

» HP Care Pack support services.

» HP Proliant server.

Results

» Reduces loan processing time by over 60 percent:

—17 day average turnaround from the previous 55 days

—Bolsters business, improves relations with investor

—The percentage of returning borrowers is increasing

—Allows UC to do more business, because it can turn it around almost two times faster than any competitor in the local area.

» Dramatically improved employee productivity:

—Streamlined paper-handling processes (e.g., 20 times faster at preparing loan files, from 1.5 hours to 5 minutes);

—Locating and retrieving a document now takes three to five minutes versus five to seven days; and

—Quick, easy sharing of information between offices has been enabled.

» Significantly reduced operating costs:

—$43,000 savings in the first year;

—Eliminated costs associated with paper-handling, offsite storage facility, couriers, multiple fax lines, fax machines, toner and paper supplies; and

—Break-even achieved in 28 months.

» Improved compliance, security, and data protection:

—Enabled easy, cost-effective compliance while eliminating the clutter of boxes and paperwork;

—Protects the integrity of data by 'locking' document content into unalterable records

—Multiple backup and recovery systems in place.

Success story: Rapid Freightways

Founded in 1973, Rapid Freightways Inc. has grown 500 percent over the past four years. Today, it provides the most extensive trucking and distribution services in the western United States, while maintaining exemplary, on-time, damage-free deliveries, with accurate documentation every time.

Challenges

» Broaden the scanned data input function across more people within the company.

» Reduce the risk of incorrect imaging.

» Streamline existing business processes.

Solution

» HP Scanjet 8290

» LibertyNET document management

Results

» The Scanjet 8290's ease-of-use enables the imaging work to be spread across many employees.

» Additional security and backup to ensure mission-critical scanning functions can always occur.

» More efficient, reduced file sizes with no compromise in image quality.

» Reduced costs through improved document management.

» Employees motivated to provide additional information above minimal requirements.

To learn more, visit www.hp.com

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