No room for errors

Fujitsu scanners enable Document Logistix to deliver secure and cost-effective outsourced document capture for millions of documents each year

Document Logistix is a global document management provider - often featured in the pages of this magazine - helping SME's and blue-chip customers navigate their digital transformations by digitising archived paper-based documents. Delivered through its Document Manager (no relation!) Platform, Document Logistix extracts information to help businesses manage their internal document workflows and capture archived data more effectively.

Compliance with data protection regulations requires organisations to introduce digital infrastructures for storing and documents. This is particularly important within business functions dealing with sensitive information governed by strict rules such as in HR. However, digitising large scale information can also deliver other benefits such as the ability to quickly find and analyse data at scale.

With many of its customers Document Logistix manages the transport and storage of physical documents itself, delivering them to be processed at their headquarters in Milton Keynes. A dedicated team is responsible for the scanning of physical documents, so that they can be automatically processed and managed in Document Manager.

MINIMISING ERRORS & DELAYS

In the UK, Document Logistix has managed this process from collection to digitisation for businesses such as DHL, Huddersfield University and Queens University Belfast. Working through millions of documents per year, it is imperative that capture is efficient and issues such as feed errors or any other delays are kept to a minimum.

To maintain the highest quality, Document Logistix has twelve Fujitsu devices (made up of six fi-6800 and six fi-7800 devices) in its bureau. The robust fi Series production scanner range offers reliable, high-speed results and minimises downtime, while maintenance features allow users such as Document Logistix to reduce time spent on scheduled servicing. State of the art document feeding technology handles even mixed batches of paper types, formats, thicknesses, materials, sizes and volumes, boosting the efficiency of employees and the scanning process by saving time sorting and separating batches.

"CONTINUED MOVES TO DIGITALLY TRANSFORM ARCHIVES IN COMPLIANCE WITH REGULATIONS SUCH AS GDPR HAS LED TO AN INCREASE IN BUSINESSES LOOKING TO MANAGE THEIR DOCUMENTS AND INFORMATION IN A DIGITAL PLATFORM. OUR DOCUMENT MANAGER HUB OFFERS AN OUTSOURCED SERVICE FOR DOCUMENT CAPTURE, WHICH TODAY PROCESSES MILLIONS OF PAPER DOCUMENTS EACH YEAR. FUJITSU'S SCANNERS ENSURE THAT THE CAPTURE OF DOCUMENTS CAN BE COMPLETED QUICKLY AND EASILY WITH NO ISSUES SUCH AS FEED ERRORS, WHICH CAN TAKE UP TIME AND AFFECT OTHER PROCESSES WITHIN THE CHAIN."

The devices also benefit from Fujitsu's PaperStream software solution to help deliver the highest quality scans. The high speed and accuracy with which documents are captured enables the Document Logistix team to work through documents quickly, resulting in effective OCR processing and input into Document Manager software as well.

CLARITY IS CRUCIAL

The Document Manager solution relies on OCR technology to accurately lift information from the scanned documents and feed it into the system, where it can be stored and filed digitally and accessed through search functions. For example, in an HR function, documents can be stored and sorted by type such as CVs, Passports or invoices. This process is reliant on high quality and clear scans.

Every user access and action within Document Manager is time-stamped and recorded, so internal quality audits or external compliance audits are no longer the time-consuming worry they once were. Evidence of compliant processes can be produced instantly. To prevent information being viewed by unauthorised personnel - or hacked - standard folders and files are assigned only to authorised population groups.

Further measures can be introduced so that personal data cannot be seen at all in common procedures such a subject access request (SAR). Personal data and information can be redacted (masked) to comply with a range of strictures, including GDPR.

The Document Logistix offering also provides the means not only to ensure that there is only one up-to-date digital version of a document, but also to prevent loss or mischief as documents do not have to be duplicated, copied or moved to different locations.

A CLEAR QUALITY DIFFERENCE

The high quality delivered by the Fujitsu devices is imperative to ensuring information is correct. If information lifted through OCR contains any errors, keyword searches within the platform may fail to flag a key document resulting in a compliance issue, or lost revenue from a missing contract or invoice. The clarity of scanning from the Fujitsu devices has allowed Document Logistix to be assured of the quality of information entering the Document Manager platform.

Fujitsu's Paperstream driver plays a key role in maintaining the highest quality. The software is specifically designed to automatically produce clear image data that is optimised for post-processing routines such as OCR. By intelligently adjusting to a range of different types of documents and accurately distinguishing characters from background noise, PaperStream has enabled Document Logistix to enhance image accuracy to a level where scans of older, unreadable, typewritten documents are noticeably clearer and easily read.

"Continued moves to digitally transform archives in compliance with

regulations such as GDPR has led to an increase in businesses looking to manage their documents and information in a digital platform," commented Jason Field at Document Logistix. "Our Document Manager Hub offers an outsourced service for document capture, which today processes millions of paper documents each year. Fujitsu's scanners ensure that the capture of documents can be completed quickly and easily with no issues such as feed errors, which can take up time and affect other processes within the chain."

"Alongside the devices, using Fujitsu's PaperStream software has provided peace of mind for our staff, who are confident in the quality and clarity of each scan as it reaches the next stage in digitisation. The devices and software are user friendly which saves time for the team who do not need to deal with over complicated user interfaces to get the best result."

"Any delays in scanning impacts numerous processes for Document Logistix which can cost time and money," explains Matt Smith, Channel Development Manager at PFU EMEA Fujitsu. "It's vital in an increasingly competitive landscape, that everything runs smoothly meaning there's no room for feed errors or incompatibility with documents. Our close relationship with the team at Document Logistix means that the high standard of service is never compromised.
More info: www.pfu.fujitsu.com/emea/