

# The Bureau Scanning Process

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## System Process

SMS will provide the following service and process

- **Document Collection** – SMS will collect using their own vehicles and staff on a regular basis all paperwork to be scanned. Collection can be daily, weekly, monthly or any other frequency to suit client needs.
- **Preparation** – On receipt of the paperwork SMS will book the job into their ISO Quality Assurance System and the job will then move into the preparation area. This is where staples are taken out, paperclips removed, header sheets (if necessary) created, pages are sorted and generally made ready for scanning.
- **Image Scanning** – The next stage in the process is the scanning of the paperwork on a batch basis into queues. Prior to scanning we perform a 'step test' to establish the best setting(s) to scan the paperwork.
- **Image Verification** – Scanned images are then verified to ensure the image quality meets our Quality Standards. At this point doubtful images are rescanned to improve image quality and if the original is of such poor quality that scanned image quality is compromised then the image is stamped as 'Original Illegible'.
- **Indexing** - The images are then indexed to the client's requirements with variations from single index fields for multiple pages through to multiple index fields for single pages. At this stage we may link into client databases to minimise duplicate data entry and we may also utilise high-speed OCR techniques.
- **Index Verification** - Following indexing index entries are verified for accuracy and consistency
- **Output** – Once we are happy with the image quality and database integrity the job is then sent to the output section where it is prepared for delivery back to the client. This may be via CD with CD Masters and Duplicates written and labelled accordingly; it could be sent to either our ftp server or sent to a client's ftp server for upload onto the client's system; we could publish it for access from our own image server or; it could be output to DVD, Optical Disk and even Data Tape as required.
- **Delivery** – The finished job is then returned to the client again via our own transport.

On receipt of the scanned data the client simply puts the new CD into the CD Drive and imports the new data onto their system.

As mentioned above in indexing SMS are very happy to utilise and link into client database information. For example supplier names account numbers, cost centre and other accounts data will already have been keyed into an accounts package. If this data can be output as an ASCII text file or spreadsheet we can use a matching process on a unique index such as Purchase Order Number to link to the other data. This saves hours of duplicated data entry and gives very fast retrieval from multiple fields with no additional data keying.

For clients to search, view, email, print, and manage the scanned files we supply two different viewer packages:

1. Docstore Viewer – a simple viewer package, and
2. Docstore Organiser – A viewer package with added features for organising and managing document libraries.

These are detailed in more depth below.

### **Document Viewing Software**

**The Docstore 5 Viewer software** is retrieval only, bureau based scanning software product. The software can be loaded onto any PC with a CD ROM drive for loading and access of data. The system has a global database, which will point the user to insert the correct CD for the image(s) required. Alternatively the images can be stored on a local hard drive or, in the case of networked viewers on a central server.

Scanned images can be easily and quickly accessed, viewed, printed, faxed, emailed or exported over a network.

### **Software Upgrade**

The DocStore software can be upgraded at any stage with additional users. Remote users licence, or to a full in-house scanning solution with multiple scanners and indexing stations if required.

It means that you are not in a dead end the same software can be expanded as you want in order to fulfil developing document management requirements.

The Docstore Suite was developed to cope with the high volumes and huge variation encountered in our scanning bureau. The software is developed and produced by SMS, enabling us to offer specialist software development to tailor Docstore.

SMS are also able to supply all the supporting hardware and support for an in-house information management system