

From Old Papyrus Records and Slow Processes to a Secure, Digital Workflow

“Scanner users love the intuitive nature, ease of use and high quality. People who’ve been scanning for 30 years say it’s the best quality they’ve seen.”

–Chris Young, Xerox Service Delivery Manager



XEROX® DOCUMATE® PRODUCTION SCANNERS

We offer award-winning document capture solutions for personal, departmental and production applications. Xerox® scanners unlock the data in routine, daily paper documents to enable today’s connected, digital workplace. Our software-driven hardware solutions provide the onramp to digital transformation.

Xerox® DocuMate® production scanners offer disruptive economics for production scanning operations. Visioneer’s exclusive Parallel Scanning, OneTouch, Acuity image enhancement, and DriverPLUS technology provide unparalleled simplicity, performance and integration.

Visit www.xeroxscanners.com to learn more.

THE CHALLENGE

We manage document services for a major government agency in Europe. On a client visit, we came across a Canon scanner nearing the end of its service contract. We offered to take over support. But the scanner couldn’t handle paper our client needed to scan. So we suggested replacing it with a Xerox production scanner.

To recommend the best scanner for the job, we had to understand the client’s workflow and pain points. They needed to scan thousands of files daily, including 150-year-old documents, 800-page case notes and onion-skin papyrus paper from 1850. And we discovered their slow intake process created a huge bottleneck.

THE SOLUTION

The client’s cumbersome intake process used to look like this: Scan paper to a file on a local PC. Clear jams caused by deteriorating paper and rescan. Copy scan batches onto a USB thumb drive. Walk the thumb drive down several flights of stairs. Plug the thumb drive into a PC and move files onto a secure network server.

We brought in a Xerox® high-speed production scanner connected directly to a secure network server. Proprietary Visioneer® OneTouch® and Acuity software automatically placed scans in folders with proper naming conventions. This eliminated trips downstairs with a thumb drive, and introduced a secure, streamlined process.

THE RESULTS

We didn’t just replace a Canon scanner with a Xerox® scanner. We implemented a whole new digital workflow.

The client was so impressed with the pilot solution, they deployed 21 Xerox® DocuMate® high-speed production scanners in the original department, and several Xerox® DocuMate® workgroup scanners in other departments.

The high-speed production scanners are in constant use, scanning around 7,000 images per scanner per day, though they can handle up to 40,000. They’ve reduced misfeeds and process steps, saved operators time, and are part of a secure, integrated, digital solution.