Use Case: Government

Introduction:

Every day, government employees struggle with high volumes of registration forms, applications, certifications and other official documentation. Often, additional staff is needed to manage sorting, filing, storage and retrieval of relevant documents, and useable office space is usurped by large file cabinets. In fact, a recent AIIM study revealed that, on average, 13.5% of office space is taken up by paper storage.[1] While current legislation, such as the Freeze the Footprint Act, supports digitizing existing and archived documents, the transition from paper-based records is difficult without a high-quality, scalable document capture system.

Business Obstacles:

Manual file creation and organization is a tedious process. It limits productivity and invites human error, leading to misfiled and missing records. Poor quality scanned documents such as hand-written notes and forms are difficult to read and can contribute to mistakes. These administrative hold-ups cause delays in document processing, which in turn suspends public service. Accessibility of documents is the driving challenge, as laws, such as the Freedom of Information Act, require records to be readily available. Frequently, documents are needed simultaneously for different departments, but branches such as Social Security or the IRS have to wait in line to receive originals.

Challenges

- Simultaneous records access required by multiple departments
- Legacy scanning practices
- Misfiling delays
- Lack of high volume batch automation

Current Offerings:

Document capture creates accessible and easily organized files for internal processing as well as third-party sharing. Decreasing paper storage and space using digital files is cost effective and environmentally friendly. Harvey Spencer Associates found that document capture systems were instrumental in process-improvement, especially considering the number of departments that not only have to capture and extract data, but manage its use and storage.[2] However, current solutions are inadequate, as they have inflexible pricing and license models, accruing additional costs for multiple stations, service charges and back-end connectors. Existing products also require long training sessions, pulling employees away from important daily responsibilities. Complex integrations and overly complicated processes discourage staff from utilizing document capture to achieve full benefits.

Benefits

- Digital distribution reduces duplicates
- Frequent software updates
- Efficient searchability
- Scalable to handle any volume requirement

1   AIIM. 2014. "Paper Wars 2014 – An Update From The Battlefield" by Doug Miles. Retrieved January 28, 2015. AIIM.org
2   Harvey Spencer Associates Inc., "The 2014-15 Worldwide Market for Document Capture Software." 2014. P53

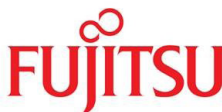## Why Fujitsu Solutions Group:

Fujitsu Computer Products of America, Inc. (FCPA) is committed to providing the best document capture experience in the industry. Fujitsu dedication is demonstrated through high-quality products, top rated customer service, and a drive to continuously evolve as a business partner. FCPA has earned multiple accolades and awards for its best-in-class scanners. Now, through the Fujitsu Solutions Group, FCPA will also offer high-quality, scalable capture software.

This software portfolio enables smooth and efficient administration in government institutions. Digitizing records reduces costs by freeing up the staff and office space, once needed to manage paper-based documents. Complex solutions are made effortless with a user-friendly interface, intuitive navigation and customizable profiles. Superior image processing tools enhance the best-in-class scanners from Fujitsu Computer Products of America, Inc., which reduces errors downstream. Indexed and filed in a repository, records can be easily released into a workflow or to a third-party for use or archival. The software optimizes ROI with unlimited scans per license, making even high volume jobs cost effective. This suite of industry leading technology is supported by frequent updates and comprehensive maintenance programs.

The Fujitsu Solutions Group is proud to provide software solutions that maximizes digitization efforts, improving internal processes that streamline government record management.

Learn More: us.fujitsu.com/fcpasolutions

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