

Document Imaging Enterprise Information Management

Managing paper based documents is expensive, inefficient and time consuming, and in terms of disaster recovery planning, it carries a high degree of potential risk. Files continue to expand, office storage space increases, copies multiply, and documents continue to be misfiled.

Benefits

- ▶ Improve availability of information
- ▶ Reduce storage costs
- ▶ Enhance Disaster Recovery planning
- ▶ Improve Customer Service levels
- ▶ Improve Information Security
- ▶ Improve Compliance

DataStore[®] Image is an enterprise wide document imaging solution, designed to electronically capture, manage, share and retrieve documents that were previously held on paper. Applications include Account Opening, Mandates, Accounts Payable, Loan or Employment Application Forms, Customer Correspondence, Contracts, Delivery Notes, Invoices, and insurance documents for example.

Documents are scanned and captured locally or remotely in branches, using industry standard scanners or multifunction devices, converted to digital images and securely archived. Existing digital images may also be imported directly from a network directory or CD. Monochrome and colour scanning are both supported, as are single or double sided (duplex) scanning. Indexing is either completed manually - individually or in batches - or automatically in conjunction with recognition technologies such as Bar Code or OCR - or IVM which typically queries an external database to automatically return index values. Once captured, indexed and securely archived, the electronic documents will be available for immediate on-line access by authorised users from anywhere in the World.

Instant retrieval via web clients or a portal makes DataStore Image an ideal platform for creating a Customer self-service or electronic document delivery strategy. Indexing is the key to a successful document imaging strategy, and Hitec make experienced personnel available early in the implementation process to offer advice.

Once a search is completed and the electronic document retrieved - which typically takes just seconds - the page or pages may be viewed,

emailed, faxed or exported to a third party application at the click of a mouse. Electronic notes or annotations may be added to a page or a report, enabling authorised users to add additional details or highlight certain information, as if it were a paper copy.

Integration with DataStore Workflow enables Customers to fully automate and streamline document centric business processes, resulting in improved efficiencies, reduced costs and improved Customer service levels .

The information lifecycle management functionality contained within DataStore image helps Customers to implement and adhere to retention policies. Information retained beyond its retention period can be as much of a liability as information that is destroyed too early. DataStore image features a rich set of Application Programming Interfaces (APIs) to facilitate seamless integration. The availability of the API's is designed to assist in extending the functionality of existing enterprise or legacy applications and to ensure existing IT investments are maximised. This means that users can complete searches and view documents without leaving the line of business application.

Hitec Professional Service teams work closely with Customers to ensure a smooth implementation, leveraging investments in existing enterprise systems, increasing productivity, streamlining business.

DataStore Image may be implemented as part of an enterprise-wide DataStore Information Repository strategy, bringing together scanned documents with other content types, such as enterprise report management (application output), Microsoft[®] Office documents and workflow, for example a single search using a Customer Number would return all documents related to that Customer, whether unstructured such as scanned or Word documents, or structured application output.

Find out how DataStore could help your organisation;

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