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CASE STUDY

LOCAL GOVERNMENT

Daventry District Council

Distributed scanning optimizes efficiency, delivers savings for revenue services department

CHALLENGE

- An aging Fujitsu centralized scanner used for scanning documents into the Council's Information@Work electronic document management system needed replacing.
- The Council was seeking a cost effective replacement solution that would not require significant changes in workflow.

STRATEGY

- eCopy ShareScan®
- eCopy Connector for Northgate Information@Work

RESULTS

- Added eCopy to MFDs at significantly less cost than maintenance for aging Fujitsu scanner
- Reduced time required to batch scan documents
- Able to maintain existing Information@Work workflow

ABOUT DAVENTRY DISTRICT COUNCIL

Daventry District Council provides essential local services for the district, supporting the daily needs of its 25,000 residents, as well as its businesses and visitors.

"Because the system is so easy to use, I have not had to use busy IT resources to support users. With more than 50% in cost savings over upgrading the old scanner, it has also been a boon to the District's Budget."

— **Leon Spence**
Revenue Services Manager
Daventry District Council

THE REVENUE SERVICES DEPARTMENT OF THE COUNCIL WAS USING AN

aged Fujitsu scanner for centralized scanning of all taxation documentation in order to incorporate these documents into the property tax database in the Council's Northgate Information@Work document management system. Workers would scan batches of documents to a "batching" PC for retrieval by colleagues in the group responsible for indexing. Once indexed, documents were filed in Information Management. Faced with the need to replace or upgrade the scanner, the Council learned it would incur a cost of £15,000. An investigation was conducted to determine if there was a more cost-effective approach to this problem that would not require the group to change its existing and familiar workflow.

DAVENTRY COUNCIL HAD RECENTLY ACQUIRED 20 MULTI-FUNCTION

devices (MFDs). Neil Smith, Senior IT Officer, and Leon Spence, Revenue Services Manager, were delighted to learn that they could add eCopy ShareScan to their existing MFDs at a cost substantially less than upgrading the standalone scanner. "We had a demo unit sent out," said Smith, "to gain an understanding of how it would work in our environment." The Council also took advantage of the eCopy Connector which had been developed by Northgate to enable scan batches to be automatically directed to indexers for further processing in Information@Work.

Daventry District Council Case Study

Information@Work is used by about half of the local authority organizations in the U.K. Smith and Spence were happy with the way the system worked at Daventry and with the cost reductions it afforded the Council. The solution was installed for initial use by the Revenue Services Department.

“Our experience in Revenue Services has proven that if we choose to roll out Information@Work to other departments, there is no need to purchase expensive scanning equipment. More cost-effective MFDs can be used in each business area to interface with Information@Work as well as to perform routine office copying, scanning and printing.”

— **Neil Smith**
Senior IT Officer
Daventry District Council

“It was important to us that any new solution be able to maintain our existing workflow,” adds Spence. “Our team is very familiar with Information@Work since we have used it for more than 10 years, and we want to continue to leverage that knowledge and experience. We are quite pleased that eCopy Connector for Information@Work speeds up the scanning and indexing process as compared to our previous workflow.” User log-in at the MFD is instant; as soon as the user chooses the indexer to whom they wish to send the batch, the scanning starts at 70 pages per minute. “Users are rarely at the scanner more than two minutes,” Spence remarks. “It used to take that long just to log on to the batching PC in the past.”

Spence also points out that from a cost perspective, by placing the MFD with eCopy ShareScan and eCopy Connector for Information@Work on a five-year lease agreement, the five-year cost is actually less than two years of maintenance on the Fujitsu scanner. “So not only do we improve our productivity, but we also significantly reduce our cost base for this work process,” he says.

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WITH THE ECOPY SOLUTION, THE TWO REVENUE SERVICES EMPLOYEES

responsible for scanning tax-related documents are now able to use their MFD to scan information directly into the Information@Work system. “These individuals can easily create scan batches,” explains Spence, “and even choose which indexer to send them to. The indexer is able to see who scanned the batch and when. Once a batch is opened within Information@Work, indexers can add appropriate metadata to the files and attach them to the appropriate location, adding comments as required.”

Documents are processed in batches of 70 to 100, and each batch has a unique reference number created at the time of scanning using the eCopy Connector for Information@Work. Paper documents are annotated with the batch number and stored for three months prior to disposition.