



SPRINGTECH VENTURES

OUTSOURCING SCANNING OVERVIEW



What Do We Digitize

- Secured and unsecured documents for Government / Private Sectors
 - Loans processing / collaterals & contracts / credit card processing for banks
 - Insurance documents
 - Legal Document / Agreement / Contract , M&A documents
 - Invoices AP, AR, GRN, Voucher, PO, DO
 - Human Resource & Administration documents
 - QA / QC documents
 - Classified documents, and etc...
-

Conventional Document Filing Challenges



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CONVENTIONAL DOCUMENT FILING



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Difficult to retrieve

Enterprise with 1,000 knowledge workers waste \$2.5 - \$3.5mil per year

- Searching for non-existent information
- Failed to find existing information
- Recreating Information that can't be found



CONVENTIONAL DOCUMENT FILING



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Time consuming / slow

- 80% of employees waste average $\frac{1}{2}$ hour p/day retrieving information
- 60% spends 1hour/more **duplicating** work of others.



(Source: "Show me the Money, Measuring the Return on KM" Knowledge Management)

CONVENTIONAL DOCUMENT FILING



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Misfiled / Damaged / Lost of Documents

- 7.5% of all documents get **lost**
- 3% of the remainder get **misfiled**.





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CASES OF MISFILED / LOST DOCUMENTS



ICJ juga putusan Middle Rocks kepunyaan Malaysia **Batu Putih hak Singapura**

[Terjemah NORAIN ABD RAZAK]

THE HAGUE, BELANDA 21
Majlis Perlembagaan Singapura telah memutuskan bahawa Pulau Batu Putih yang terletak dalam 18 pulau lainnya di kawasan laut di antara Malaysia dan Kepulauan Andaman (ICJ) di sisi dengan membolehkan Singapura untuk menguasai Middle Rocks.

Dalam memutuskan, Singapura menang 41-37, manakala Malaysia menang 37-41. Keputusan ini bermakna Pulau Batu Putih menjadi milik Singapura dan pulau-pulau lain termasuk Middle Rocks akan menjadi milik Malaysia.

● **Batu Putih dan pulau-pulau lainnya**

● **Lagi sekali** - Mukas 2, 3, 4 dan 5

Presiden Mahkamah Agung Singapura, S.J. Karpas, telah memutuskan bahawa Pulau Batu Putih dan pulau-pulau lainnya adalah milik Singapura. Keputusan ini bermakna Pulau Batu Putih menjadi milik Singapura dan pulau-pulau lain termasuk Middle Rocks akan menjadi milik Malaysia.



MILIK SINGAPURA... Keputusan Mahkamah Agung Singapura telah memutuskan bahawa Pulau Batu Putih dan pulau-pulau lainnya adalah milik Singapura. Keputusan ini bermakna Pulau Batu Putih menjadi milik Singapura dan pulau-pulau lain termasuk Middle Rocks akan menjadi milik Malaysia.



Court: Local councils cannot be held liable



THE HON. JUDGE J. KARPAS

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The ICJ awarded this disputed Batu Putih Island to Singapore as Malaysia is unable to produce any documentary evidence to support its claims

The disastrous collapse of Antarabangsa Condominiums. Who and which party or contractors are to be held responsible? What were the results? Documentary evidence?

DESTROYED DOCUMENTS



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Fire destroyed
documents in Finance
and Account Department

(Oct 2006)



Benefits and ROI of Digitization



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BENEFITS



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- Immediate Retrieval
- Save Storage Space – Office Expansion Plans
- Data Preservation/Back-up Recovery – Disaster or Legal Case
- Improve Efficiency & Productivity
- Cost Reductions
- Improve Customer Expectations
- Conducive Work Area



ROI



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- What did you save on paper and printing?
- How about in storage space and equipment?
- Any savings in related resources like personnel, business insurance or utilities?

84% OF ORGANIZATIONS ACHIEVE PAYBACK IN UNDER 18 MONTHS

- How much faster can you find information?
- Has collaboration across offices improved?
- How much more productive or efficient are business processes?

EMPLOYEES CAN SPEND UP TO 40% OF THEIR DAY LOOKING FOR PAPER FILES

- How much more accurately can you provide information for audits?
- How much faster can you find information to satisfy or avoid audits?
- Has there been reductions in fines?

NON-COMPLIANCE FINES CAN REACH MILLIONS OF DOLLARS

- How much faster are you responding to customer requests?
- Are you seeing reductions in errors or wasted time in serving customers?
- It is easier to meet and exceed expectations?

56% OF ORGANISATIONS STILL RELY ON PAPER BASE CONTRACTS AND ORDERS

Scanning Technology



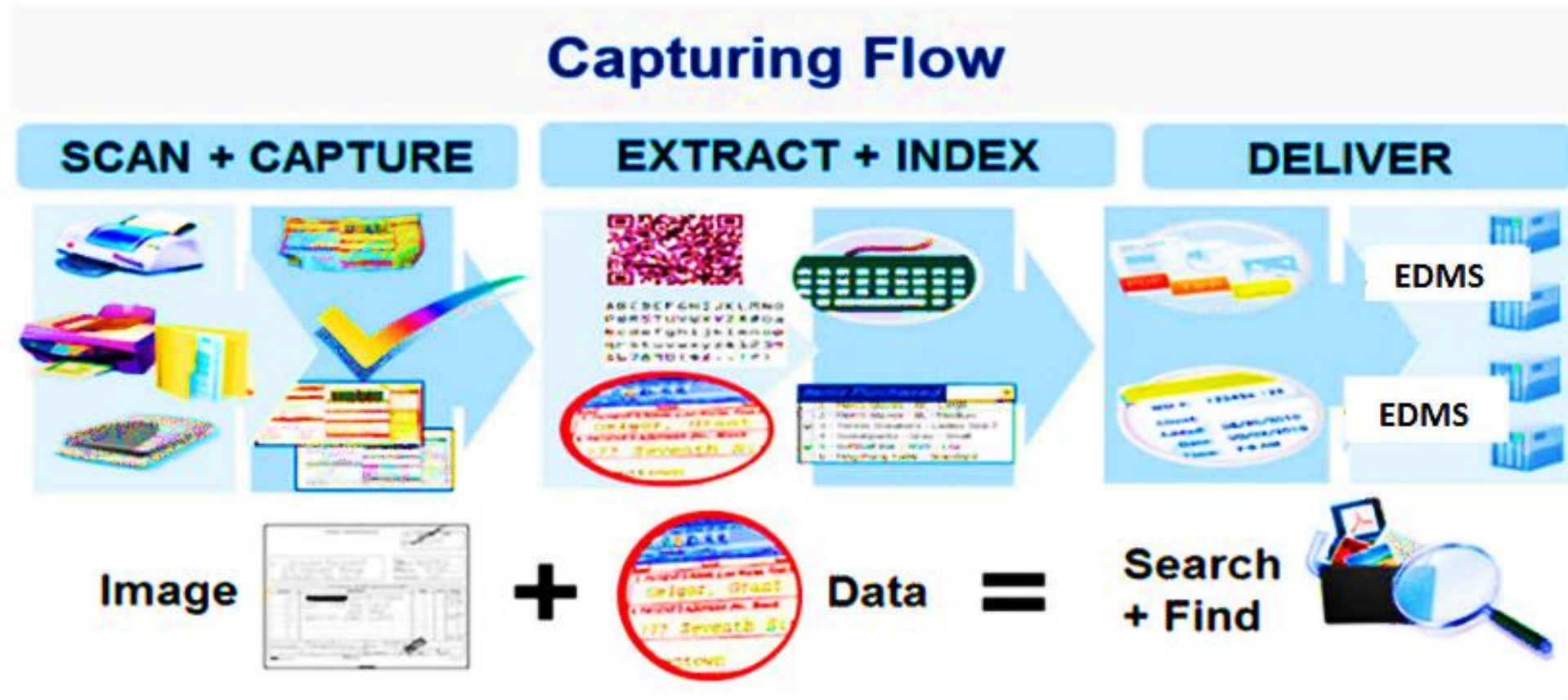
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Scanning Technology - Capturing Flow



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Capturing Software



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- Capturing software used by Springtech supports Desktop, Departmental and Production scanners of all Scanner Manufacture brands
 - Capture and index critical data and deliver it to databases, applications and people automatically
 - Create the file based on the required format (Searchable PDF, Image PDF, Tiff, etc...)
 - Integrate extensively to streamline workflow and processes
-

Capturing Software - Image enhancement features



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- **Advanced Image Processing:**
 - IQC (converting colour/greyscale images into b/w images when needed)
 - Image merge / spilt
 - Advanced Separation: Page Count / Blank Page / Barcode / OCR, Patch Code & more



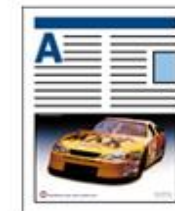
TOO DARK



TOO LIGHT



JUST RIGHT!



Capturing Software – Indexing and Capturing



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- Indexing:
 - Up to 999 fields
 - Zonal OCR / MICR / Check Box (+ drag & drop / barcode)
 - Barcode Recognition: Numerous; including QR Barcode
 - Database look up
 - Double Data Entry Indexing
 - Output to:
 - XML file that contains all index and metadata for each document
 - Scanned documents in PDF, Tiff or other file format
-

DOCUMENT SCANNING PROCESS & SOW



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DOCUMENT IMAGING PROCESS



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Digitization Processes

- 1) Reconciliation at Point of Collection
- 2) Document Preparation
- 3) Document Scanning
- 4) Image Quality Check
- 5) Double Key Indexer 1
- 6) Double Key Indexer 2
- 7) Final Quality Assurance
- 8) Reassembly



DOCUMENT IMAGING SOW



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COLLECTION



DOCUMENT PREPARATION



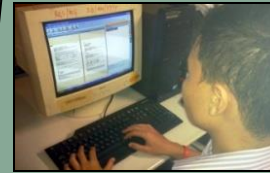
SCANNING



IMAGE QUALITY CHECK



DOUBLE KEY INDEXING



FINAL QUALITY ASSURANCE



REASSEMBLY



Track volume processed by BATCH, BUNDLE, PHYSICAL FILE and PAGE

- Handing over boxes of docs to be scanned
- Box to include carton manifest, e.g. No. of docs, doc range
- Both parties sign the Collection Order form

- Remove finishing
- Repair with tape
- Insert barcode separators
- Exception Handling
- Page count

- Batch creation
- Check Page count against Page scans

- De-skew
- Rotate images
- Check order of pages/ documents
- Delete blank pages
- Mark defects for rescan

- Business Rules Driven Template
- Barcode Recognition
- Database Lookup
- Double Key
- Check Indices count against physical file count

- 100% Check on all mismatched cases.
- 20% End-to-End Audit Trail Sampling
- Committal onto transfer media

- Remove Separators
- Restore finishing
- Repack
- Return of scanned documents
- Both parties sign the Delivery Order form

Document Preparation

- Remove finishing
- Repair torn documents with tape
- Insert barcode separators
- Exception handling
- Page count



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Document Scanning



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- Batch Creation
- Check Page Count against page scanned

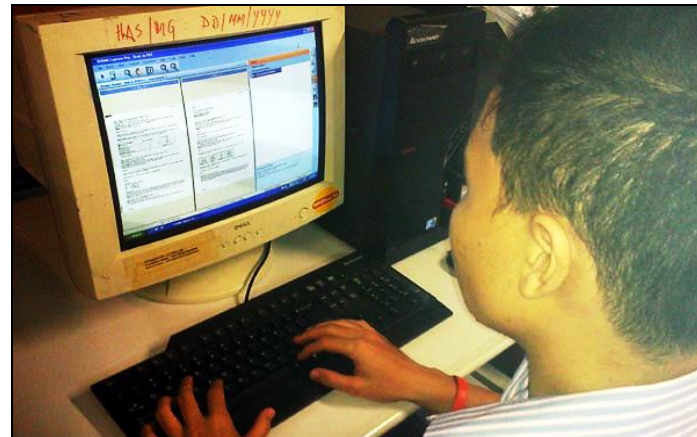




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Image Quality Check

- Compare original hardcopies against post-scan images
- De-skew
- Rotate / Right Orientation of images post-scan
- Check order of pages/documents post-scan
- Delete blank pages
- Mark defects for rescan





Double Key Indexing

1st Indexer

- Accesses a series of scanned images and identifies required index fields.
- Perform document's indexing fields or data capturing / entry.

2nd Indexer

- Accesses the same series accessed by 1st Indexer and identifies the same required index fields.
 - Performs the same indexing fields data capturing / entry process for second time.
 - Our system performs data auto matching and repudiates irreconcilable data for absolute data accuracy
 - Output Data file formats include ASCII File, CSV, XML, etc...
-



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Final Quality Check

- Final QC Operator performs 100% check on any mismatch cases and will perform 20% sampling check on error cases.
- Quality assured images and data shall then will be transferred to Multidoc DMS.





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Reassembly

- Remove separators
- Restore document finishing
- Repack documents post-scan into original binders, holders, etc.



BEHIND THE SCENE



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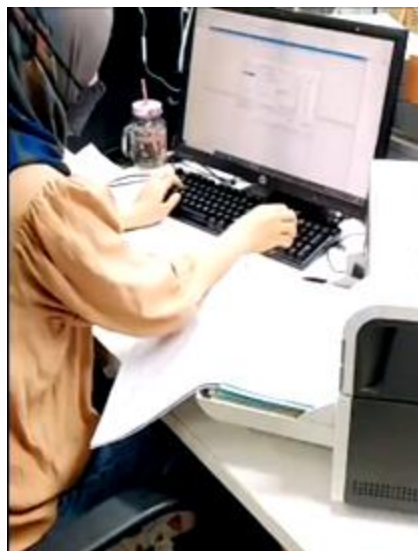
SHOWCASE – Document Imaging SOW



Registration of Docs



Document Preparation



Batch Creation & Scanning



Indexing



Quality Assurance



Reassembly



Document Digitization Centre

CASE STUDIES



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Trusting us with their most sensitive documents, we are currently involved the digitization of the hospital's entire medical records archive and the ongoing scanning of patient information as new clinical notes are created, so-called day forward scanning

Challenges:

- Messy patient files containing lots of different documents and paper type
- Manual filing, hard to retrieve

Processing Structure:

- Each Patient MRN to contain 1 / more visit
- Final Output file scanned by visit / episode

End Results

- turnaround medical records scanning within tight service level agreements with the software doing the heavy processing work efficiently and accurately



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MITSUI-SOKO
GROUP

We have fulfilled phase 1 of the project by scanning all files and documents like sales contract, vendors agreement and even HR documents

Challenges:

- Years of backlogged documents
- Inefficiency of retrieving contract terms when faced with disputes

Processing Structure:

- **Advanced capture:** extracting data from paper and linking it to system of records
- **Collaboration:** direct upload to Mitsui's Document Management System (DMS)

End Results

- Reduced cost and helped Mitsui to focus on the value and business equation of the information process
- Better efficiency, increased speed, and customer adaptiveness.



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SONY

Multiweb were approached Sony to scan and archive their invoices as part of their implementation of a new document management Workflow solution.

Challenges:

Proposed Document management software were found:

- Very costly
- Unnecessary
- Could slow down the processing of purchase invoices (adding unneeded additional steps)
- Overcomplicating the processing of invoices.

Processing Structure:

- Provided simple invoice scanning service with the inclusion of Multidoc DMS.
- Conducted a pilot as a POC based on Sony's proposed invoice scanning and digital storage solution
- Produced a simple but effective process for handling Purchase Invoices based on Multidoc DMS

End Results

- Fast invoice processing and quick retrieval of documents
- Met and exceed Sony's current invoice scanning, digital storage and access needs



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Do you have any questions?

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