



## **Networked Document Scanning: Pros & Cons (September 2007)**

**AIIM Webinar, presented by Susan Moyse**

### **Questions & Answers**

**Q. Scanners can fix crooked pages with out rescanning?**

A. Many document-class scanners offer automatic de-skew capability, which straightens scanned documents. The feature can be found in some scanner drivers or in image enhancement applications like Kodak Perfect Page technology (included with Kodak scanners) and Kofax Virtual Rescan (VRS), which is bundled with some scanners and is also available to purchase separately.

**Q. What is best practice or industry standard for image format (PDF/A; TIFF; etc)? Especially for production of records for litigations and audits.**

A. PDF/A preserves the integrity of the document for long term storage and future access is guaranteed (ISO standard guarantees ability to view image) and is therefore a good choice. AIIM has various resources that you can use to find best practices for your specific industry.

**Q. We have a Managed environment here, where software on our PC's are packaged. For users to use this type of MFP, will software be required on every PC?**

A. The answer depends on the MFP and what you are trying to do. For simple routing of documents to email or to a network file folder, you may not need any software on users' PCs. You have to evaluate the products that meet your needs to determine what software requirements you will have.

**Q. When you purchase one of these MFP scanners/printers, are all the functions available or are you charged separately for each feature?**

A. Scanning functionality can require additional expenses on MFP devices. Again, it depends on the manufacturer and what you are trying to do.

**Q. My concern is now that we can send a doc to multiple electronic routes how is each doc authenticated, fingerprinted?**

A. Scanning activity is monitored by user. Many devices can be configured with password protection, forcing the user to enter an ID before operating the device. Multiple transactions can be performed by the user once allowed access. A transaction report can then track activity by user. Fingerprint authentication would work similarly. Look for this feature on the devices you are considering to be sure.

**Q. How does one differentiate their documents that need to be scanned into a document management system from someone else's in the organization? Is the scanner at centralized location?**

A. Networked scanners are typically located in a central location where multiple users have access. A document management system would handle the issues of document ownership and access.



**Q. When we say “most companies expect their volume to rise”, what do we see quantitatively?**

A. In studies of scanners users over the past few years, when we have asked the question “Do you expect your scanning volumes to increase, decrease or stay the same?” roughly 70% have consistently said it would increase.

**Q. When using an MFP for document capture, how can the document be assigned metadata (like doc. type, author, etc) before uploading into a document management system?**

A. The MFP can be programmed to prompt the user for this information at scan time.

**Q. How are people scanning using MFP devices able to ensure the quality of the scan is acceptable before routing the document?**

A. This can only be accomplished if the MFP has document viewing capability.

**Q. Has there been any comparative analysis done on cost savings or time savings using scan vs. paper files?**

A. As always, the savings depends on the application. The ROI on scanning implementations often range between 6 and 18 months. There are case studies that have identified many time and cost savings including:

- time spent finding documents reduced (from hours/days to minutes)
- document routing expenses reduced (eliminate fax or mail carrier services)
- processing time reduced (instant access to information)
- cost of storing paper documents reduced (companies can often reclaim office space or eliminate off-site storage costs)

I'd suggest reviewing case studies that can be found on many vendor websites or in industry periodicals like Integrated Solutions magazine or AIIM's E-Doc online magazine.

**Q. If a document is scanned and will be a document that will ultimately be stored and managed in an existing ECM system, how does file naming and overall "indexing" of those scanned documents play into their eventual storage and subsequent retrieval? Is there manual intervention required? What different methodologies are being used? With the new networked attached scanners, can the file naming be managed at the time of capture?**

A. Indexing is based on the application. Manual or automatic indexing can be used. Most network scanners can be integrated with ECM systems, but require more advanced application support. File names can be managed at time of capture.

**Q. Can you provide greater detail on the indexing of scanned images? How complicated are the business rules to set up for indexing scanned documents?**

A. Documents can be indexed at scan time or after a document is scanned, depending on how your company wants to set it up. The level of complexity to accomplish indexing totally depends on the application and the individual requirements of the company.

**Q. With scan speeds going up, would network bandwidth become a limiting factor at some point?**

A. The speed of the scanner is less of an issue than the volume of documents being scanned and routed daily. Network scanning is viable for ad-hoc casual scanning (small volumes on a sporadic basis), while PC-connected scanners are more feasible for dedicated higher volume



activities (like those found in paper-intensive departments like HR, accounting, sales, mailrooms, legal, etc.)

**Q. How much do you see people using scan to desktop vs. to email, fax...etc**

A. Scanning to desktop and shared folders are the most often used functions reported by users, followed by scanning to email and then to fax.

**Q. On high volume scanning with a Kodak i1860, discuss quality control of image if there is no PC and monitor to inspect the images as they are being scanned.**

A. The i1860 is not designed to be used as a network scanner. High volume scanning is not recommended for network scanning.

**Q. What is the total market size for single function network scanners?**

A. Currently there are very few of this type of device available in the market. MTC projects about 20K units will ship in the US market this year.

**Q. What does VAR stand for on your slides?**

A. Value Added Reseller.

**Q. For long term storage of a scanned image; is TIFF or PDF or some other format the best method to use?**

A. PDF/A preserves the integrity of the document for long term storage and future access is guaranteed (ISO standard guarantees ability to view the image) and is therefore a good choice. AIIM has various resources that you can use to find best practices for your specific industry.

**Q. What are your recommendations to improve awareness of both scanning potential as well as other hard line considerations such as image security, integration with a disaster recovery/continuity plan, and text search expectations? Solid methods to break down those barriers you mentioned.**

A. Get educated (AIIM has lots of information as do a variety of periodicals,) view case studies (many scanner vendors offer them on their websites,) and attend industry conferences to get information from a variety of vendors. Start small – work with a knowledgeable reseller who can help you solve a specific problem with a capture solution. As you become familiar with the technology and realize its benefits, it can be rolled out to other departments to meet their needs.

**Q. What are the legal requirements in using scanned images?**

A. Legal requirements vary depending on your industry. You may be required to keep paper documents for a specific period of time before destroying them. You may need to take additional measures to ensure electronic files are secured and prove they cannot be manipulated.

**Q. Is there a push for wider operating system compatibility and support for these network devices, including Linux?**

A. Scanner vendors would like Microsoft to integrate more scanning features in the Windows OS, but that has yet to materialize. I am not aware of Linux support.



**Q. Do all Networked scanners provide software that will produce a searchable/editable PDF, or is this a separate software package that would need to be purchased?**

A. Not all network scanners can produce a searchable PDF, but some do. Some offer basic PDF output. Be sure to look for the capability when you are making purchasing decisions.

**Q. In your opinion, what is the volume that would determine using a MFP device instead of the dedicated scanner?**

A. Scanning via an MFP is viable for ad-hoc casual scanning (small volumes on a sporadic basis), while a dedicated scanner is more practical for higher volume activities (probably more than a thousand documents per day.)