



## Wakefield Metropolitan District Council goes Digital with PSI:Capture

### Organisation Background

Wakefield Metropolitan District Council is a large organisation comprising 63 councillors (elected members) and around 14,800 paid employees (officers). It is responsible for providing or commissioning a range of services to the citizens of Wakefield, including social care, schools, environmental health, housing benefits and waste collection.

### The Problem

In 2011 the Council had to rationalise many of its operations from multiple locations to a new office at Merchant Gate in central Wakefield. The office is used for approximately 1000 staff across a variety of Council Services, and incorporates a new customer services centre designed to support flexible working practices. The office is open plan with no dedicated workstations and limited storage space, so one of the key principles of the office is that it needs to be paper light. As the Council receives up to two million mail items per year, a solution to reduce paper handling and storage was a necessity.

### The Requirements

An important part of the rationalisation was the implementation of a digital mail room and an EDM system, based on SharePoint, to manage, share and view documents throughout the organisation. The digital mailroom would be run by the current central post room and operate as a central service for digitising and distributing all incoming mail. Following a public tender, Wakefield Council chose Datafinitivity's PSI:Capture Enterprise solution for its digital mail scanning solution. PSI:Capture met all the council's requirements and provided a comprehensive and easy-to-configure integration with SharePoint at an affordable price. The cost effectiveness of the system was partly due to the short setup time required for PSI:Capture which uses a wizard-driven interface for configuration.



Folder Index Fields	
Document Index Fields	
BatchID	LIC_30052013_194525
BatchDate	30/05/2013
Doc Number	1
Title	Invoice
Classification	Digital Post
WMDCTeam	Team AP
Content Type	Finance
Uploaded to Lalepac	<input checked="" type="checkbox"/>
DocumentTitle	LIC_30052013_194525_



Incoming post is batched by service area (department) and scanned using different devices depending on type of document.

PSI:Capture scans the post, separates it into document sets using barcode sheets and assigns a unique doc type and ID for each post item.

Post items are automatically migrated to the correct SharePoint digital post library based on service area and a notification email is sent.

## The Solution

Datafinity helped Wakefield Council implement PSI:Capture in the post room to scan all incoming post. Prior to scanning, post is sorted by service area (department) and scanned in batches. At peak times the PSI:Capture system is operated by 4 post room staff. 2 people scan documents with a mix of scanning devices including 3 Kodak i4600 production scanners, 1 Fujitsu 6770 flatbed scanner and 1 Contex A0 scanner for large format post such as planning documents. 2 people are responsible for checking the quality of images and document separation. Once checked post items are automatically released to SharePoint, as PDF files and index metadata, into the correct location for each service area. Depending on the document type, post is sent to SharePoint as a digital post type or standard document type. A digital post type triggers a custom workflow in SharePoint which emails a notification to the ePost admin group and creates a task for the person the post is assigned to. They can then either file the post in a team site, request a re-scan, re-assign the task or discard the post. A standard post type is sent to a SharePoint drop off library. An ePost administrator monitors the library and assigns a document type which automatically moves the document to the correct SharePoint library.

## Solution Components in Summary

Capture Software:	PSI:Capture Enterprise
Output Formats:	Text-searchable PDF and Index data
Content Repository:	Microsoft SharePoint 2013
Scanners:	Kodak i4600 production scanners and Contex large format scanner.

## About Datafinity Ltd

Datafinity delivers cost-effective, leading-edge document management and data capture solutions for companies that need to improve the efficiency of business and document processes within their organisation. By providing a combination of innovative market leading technologies and years of experience in document management solutions, Datafinity can help improve efficiency, save cost and enhance customer service whilst achieving a fast return on investment.

## About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organisations convert content into managed digital assets. Their largest customers include service providers, business process outsourcers, and major corporations with significant customer concentrations in financial services, healthcare, manufacturing and retail.