



The Fire Brigades Union fully automates document scanning and retrieval using PSI:Capture and SharePoint 2010

Company Background

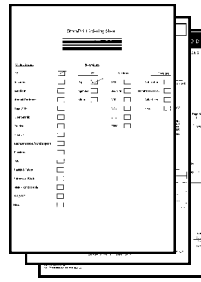
The Fire Brigades Union, headquartered at Kingston-upon-Thames, represents over 85% of the uniformed staff of the UK fire and rescue service. Its members are frontline public service workers – covering the roles of firefighter to area manager, including emergency fire control staff and firefighters working the retained duty system. The FBU is the only recognised trade union negotiating nationally with fire and rescue service employers on behalf of firefighters and emergency fire control staff on the National Joint Council (NJC).

The Problem

The FBU needed a way of sharing paper based information with union staff located at their Kingston HQ and at numerous regional offices throughout the UK. They embarked on a project to deploy Microsoft SharePoint 2010 as a centralised document management system that would allow the retrieval and viewing of information via a web browser interface. However, most of the information coming from their members, such as correspondence, and much of the information generated by the Union itself, is in paper format. The FBU needed a quick and efficient way to convert this information into an electronic format so they could store it in SharePoint for retrieval at any location.

The Requirements

The decision was made to implement a scanning and data capture solution that was compatible with SharePoint. They needed a solution that could work with existing scanner hardware and was fully compatible with SharePoint 2010. The documents needed to be indexed in a way that would make full use of the metadata search and filtering capability of SharePoint and be converted into fully text-searchable Adobe PDF format. This would allow staff to quickly find the documents they needed and view them using Acrobat within their standard web browser. The system also needed to be easy to use so that post room staff could manage the process with little or no training using existing scanners that they were already familiar with.



Documents are scanned using Canon and Fujitsu network attached MFP and scanners

PSI:Capture reads ticked boxes on indexing cover sheet using optical mark recognition (OMR)

Indexed documents are automatically routed to the appropriate libraries in SharePoint 2010 for viewing by staff

The Solution

Having looked at a number of document capture solutions available on the market, FBU chose Datafinity's solution of PSI:Capture because it had all the capabilities they were looking for and more. PSI:Capture had the sophisticated direct interface with SharePoint 2010 that the FBU needed to fully utilise the metadata search capability of SharePoint. It was also able to operate with directly connected scanners or network attached multi-function printer/copier (MFP) which the FBU already had in place. Using a simple tick box indexing cover sheet, post room staff are able to scan documents on their Canon MFP and automatically export fully indexed PDF images into the right location within SharePoint. The whole process, from scan to availability in SharePoint, takes no more than a couple of minutes. PSI:Capture has allowed the FBU to fully automate the whole process from start to finish.

"Using PSI:Capture has enabled us to save time on archiving documents. The ability to use SharePoint's Metatags has improved how we search for these documents afterwards. By being able to batch load the documents, time and effort have been saved, and therefore money." says Bob Birchall, IT Manager at the Fire Brigades Union.

Solution Components in Summary

Capture Software:	PSIGEN PSI:Capture Enterprise
Content Repository:	Microsoft SharePoint 2010
Scanners:	Canon MFP and Fujitsu ScanSnap N1800

About Datafinity Ltd

Datafinity delivers cost-effective, leading-edge document 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 capture 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.