



## Why Outsource Back File Scanning Services?

The integration of electronic document management systems and other document capture and processing services for back file conversion are complex. Aside from the equipment and staff requirements, the process for back file scanning is significantly different than day-forward scanning. Inexperienced management and operators using fast robust equipment with improperly designed process engineering for a specific scanning project only increases the problem.

The mistakes often made in the planning of conversion services are in the estimation of the length of time required to complete the job. In-house scanning always encounters problems resulting from a serious miscalculation in the effort required. Often times the majority of the time spent in a scanning project is image QA, validation and correction. The process, management team and experience required to create a QA system that finds scanning problems is an issue in itself. ***THE LATER IN THE PROCESS A MISTAKE IS FOUND THE GREATER THE EFFORT TO CORRECT.*** Inexperienced management teams and operators will probably find problems much later in the process, multiplying the effort to correct. Using a robust system only adds to this problem. While some agencies successfully complete scanning services, most encounter problems which are usually the result of the large number of intangibles and unexpected issues that pop-up during such services. OSAM's expertise incorporates these issues into the development of each detailed project plan. With this inaccurate information in hand, it's easy to see how in-house scanning can be a difficult and costly non-core business process. Productivity and competitive advantages gained from outsourcing conversion services are multiple.

Additionally, training allowances are usually ignored in the estimate of the amount of time required to learn how to efficiently use the equipment. Since most documents are not in perfect condition, it's unlikely that 100% acceptable images will be captured, or the operators will know how to acquire the necessary quality until several thousand images have been converted.

Once you have become an expert in all aspects of the scanning process: hardware/ software, document preparation, scanning, indexing, quality assurance, and document tracking methodologies, how useful will this information be once the back file conversion has been completed? In most cases it's useless because it is a one-time event. Listed below are reasons to outsource your back file scanning requirements.

### **Eliminate risks**

There are tremendous risks associated with investing in a new back file scanning operation. Markets, competition, government regulations, financial conditions, and technologies frequently change – and an agency's investment in a one-time project over a one-time period can have multiple possibilities of failure. Keeping up with changes, especially where each next generation requires a significant investment of resources and dollars is very difficult. Outsourcing is a vehicle for eliminating these risks. Outsourcing providers make investments not on behalf of just one company, but on behalf of their many clients. By sharing these investments, the risks acquired by any single company are significantly reduced. The result is that when agencies outsource they become more flexible, more dynamic, and better able to change themselves to meet changing opportunities.

### **Technology timetable**

**“ ½ Paper content + ½ digital content = 0 solution”**

Using a file retrieval system that is partially digital and partially paper is inconvenient and may lead to incorrect record retrieval. The commitment to a software/hardware system and the imaging solution to fit this software is at risk the longer a scanning project takes to complete. Outsourcing scanning to a company with a history of fast high-volume turnaround reduces this risk and enables the day-forward scanning to begin earlier.



### **Back file / Day-forward efficiency**

Staff can be trained for the day-forward techniques of scanning quickly, without adding temporary staff. This will reduce equipment cost, setup and maintenance, and reduce the exponential magnitude of problems caused by error. The agency can begin day-forward scanning shortly after back file scanning and OSAM will help develop data import and naming conventions to eliminate overlap errors.

### **Hardware / software support**

Extending beyond scanning services, our Project Managers have experience dealing with various hardware and software systems. They have the ability to customize a variety of solutions to meet your needs without burdening you with expensive software customizing fees.

### **Eliminate productivity losses**

OSAM can handle document preparation and indexing to keep your staff focused on their regular jobs throughout the conversion. The switch to electronic documents must be seamless from the point of view of your clients and overall business operations. Utilizing your current staff can result in low performance. Unfortunately, one of the results of an efficient operation is the reduction of staff. Staff members will realize the more productive they are with the task (scanning), the sooner the back file project will be completed and the sooner their job will be eliminated. If your staff is distracted or not motivated, an in-house conversion will not be effective and your regular operations will suffer during the conversion.

### **Eliminate the need for new staff**

In-house back file conversions often require the hiring of temporary staff, most of which will require training in relation to your core business. Temporary personnel are not vested in your companies success and are often more concerned about earning a living and moving onto their next assignment. There is a high probability that they will take these new skills to another job before your conversion is complete. This will force you to repeat the hiring and training process.

### **Quality**

OSAM's reputation hinges upon our ability to deliver cost-effective, timely and quality services. We use stringent industry standards to develop realistic benchmarks.

### **Experience**

Our staff is well versed in all areas of scanning and document management. Should a problem arise, there is a good chance that we have seen a similar problem before and can quickly address it while mitigating the potential for production delays.

### **Document preparation**

Most documents exist in various formats, sizes, paper types, condition and are not scanner-ready. While you will learn what is scan able, OSAM already knows what is scanner-ready from experience and this will save a lot of time and eliminate damaging documents or equipment.

### **Document tracking**

OSAM tracks large volumes of documents on a daily basis. Should you need a document during any project, we can easily and quickly have it retrieved and forwarded to you. Our tracking manifests reduce the risks of documents being missed which often occurs during in-house conversions.

### **Accurate time frames**

We can accurately estimate the length of time required to complete a given project. Our expertise ensures we set realistic goals and deadlines for the delivery of a conversion and we are obligated to deliver on time and within budget.



### **Eliminate expensive equipment purchases**

High volume scanning and processing services require costly high-end scanners and software, which carry high depreciation rates. Therefore, you must carefully evaluate how useful your new equipment will be once the conversion has been completed. Agencies often compromise, which could prove detrimental in the long-term, especially if you settle for less than perfect images. Outsourcing is a way to reduce the need to invest capital funds in non-core business functions. Instead of inquiring the resources through capital expenditures, they are contracted for on an "as used," operational expense basis. It can also improve certain financial measurements by eliminating the need to show return on equity from capital investments in non-core functions.

### **Reduce & control operating costs**

The single most important tactical reason for outsourcing is to reduce and control operating costs. Agencies that try to do everything themselves may incur vastly higher research, development, marketing and deployment expenses. Access to the outsource provider's lower cost structure, which may be the result of a greater economy of scale or other advantage based on specialization, is clearly and simply one of the most compelling tactical reasons for outsourcing.

### **Improve company focus**

Outsourcing lets the company focus on broader business issues while having operational details assumed by an outside expert. For many agencies, the single most compelling reason for outsourcing is that several of the 'how' type of issues are siphoning off large amounts of management's time and attention. Too often, the resolution of these issues is stuck in middle management 'decision gridlock.' This creates financial and opportunity costs that affect the organization's future.

### **Access to world class capabilities**

OSAM's capabilities are the result of extensive investments in technology, methodologies, and people - investments made over a considerable period of time. OSAM's capabilities include specialized industry expertise gained through working with many clients facing similar challenges. Most of the staff at OSAM are Certified Document Imaging Architects ( CDIA + ).

### **Redirect resources toward activities, which have the greater return**

Most often, the resources redirected through outsourcing are people resources. By outsourcing non-core functions, the organization can redirect these people, or at least the staff slots they represent, onto greater value-adding activities. People whose energies are currently focused internally can now be focused externally -- on the customer.

### **Improve production & eliminate backlogs**

Increased productivity - more forms / documents get processed in less time outside the company facility thereby allowing corporate energy to focus on core functions.

### **Expert Professional Staff**

Over 24 years of experience with a highly skilled workers who supervise the data as it is being processed.

### **Efficiency**

OSAM provides a quick turnaround time.

### **Cost Effectiveness**

Using OSAM means increased productivity for your business. Fast turnaround means that more customers can be served sooner. This inevitably leads to better customer service.