

# Document and Data Management Solutions

## Efficient, Tailored, Interactive and Secure Federal Government

Technology is vital to every organization. However, managing that technology seemingly becomes more complex every day. Our IT Managed Services solutions align with the Federal agency objectives for data center consolidation, cloud, and overarching IT optimization through the continuum of our IT managed services. Our services can help you address your agency needs even at times when constrained budgets and constituency pressures are on the rise. Our IT solutions can support your needs ranging from migration strategies, green IT, virtualization, and more.



From implementing green IT as a strategic cost savings, to providing IT infrastructure solutions as a service or as an IT commodity, to business application implementation and support, we deliver value. Whether you need IT consulting, application management, or infrastructure solutions, Xerox can help.

### Our Value to You

- Single point of accountability and program management oversight throughout the program lifecycle
- Dedicated line of business focused on IT Services coupled with leveraged and proven commercial practices
- Innovative solutions through strategic partnerships with recognized leadership from both an applications and infrastructure perspective
- Integrated proven practices through our standardized process, tools, and methodologies for deployment.
- Strong track record of successful systems integration and service delivery
- Customer satisfaction and client referenceability
- Thought leadership, innovative solutions, and growing portfolio of existing and emerging technologies to accommodate your needs

### Why Xerox?

- First in North America to achieve ISO / IEC 20000 certification
- Global high availability telecommunications (ACSNet™)
- More than 57,000 MIPS
- More than 28,000 servers, approximately one-third managed remotely
- 350,000 desktops supported
- ISO and ITIL professional standards

### Our Qualifications

- Processing seven million mailroom documents per day
- Creating 10.7 million images per day
- Processing up to 3600 distinct document types per client
- Solid track record with federal and state client agencies as well as high volume commercial clients

Our Master Control Process tracks image progress throughout the workflow. This delivers instant status data for project management, as well as real-time monitoring and reports. The benefit for you: a transparent view of our performance.

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## Capture, Imaging, Storage, Retrieval and Destruction

We provide high-quality data capture, imaging, storage and retrieval solutions. Inbound mail scanning services are about more than capturing and converting data into a digital image. It's about preserving and securing your company's vital information. Whether we use automated or manual means, you can rest assured we take every precaution to secure your sensitive information. Our highly trained professionals use robust technology to address exception processings—and route documents with near 100% accuracy. We insist on stringent service levels to ensure that the data your agency needs is ready for you—even before you need it.

- Our OCR processing – also known as Intelligent Character Recognition (ICR) is technology in motion. Data is extracted from scanned images and immediately available for electronic processing. We use high-speed scanners to provide a solid combination of reliable document separation, high-speed throughput, image quality, and operational uptime. No matter the equipment requirements, we build a customized solution that meets your unique needs, with:
  - Adaptive threshold processing
  - Enhanced document quality
  - Optimal processing features (border removal, de-skewing, de-speckling, streak removal, cropping, etc.
- We take no chances with your data. Everything is identified, validated and traced – right down to the individual sheet of paper – with:
  - Unique box identifiers
  - RFID technology
  - Automatically created batch header sheets
  - All images visually validated by scanner operator
  - Each scanned page assigned a document control number (DCN)
- Our Stored Information Retrieval (SIR) system provides immediate access to information from any location, at any time. Access to information stored on SIR is efficient, secure and cost-effective. A simple Web interface gives you access to unlimited locations and data types by multiple users simultaneously. SIR features include:
  - No seat license
  - Unlimited users/viewing
- API integration
- Single interface for all media
- Interfaces to legacy systems
- Online updates to databases
- Reduced administrative support requirements
- Enhanced document lifecycle management.
- Our Automated Document Recognition (ADR) solution automates the recognition of forms and classification of documents. It sorts the electronic images in OCR for highly efficient and accurate data capture. Built outside the current workflow solution, ADR works with any third-party or internally authored workflow. We can also provide ADR solutions for French and Spanish documents.
- Access control ensures only those who have a need to access or modify records can do so, maintaining file integrity.
- By prepping and presorting all documents, we enable quick and efficient scanning on the first pass.
- We scan files upon receipt, using barcode technology for tracking. Handheld scanners capture both box-level barcode information and the processors' ID badge for increased control. Beyond mailroom receipt, we accept and track transactions in virtually any format.
- We create a backup of all data and relocate it to an off-site storage facility, creating an automatic disaster recovery solution with uninterrupted availability no matter what.
- Our Master Control Program (MCP) provides an audit trail and monitors document progress in real time.
- We are committed to the data security and privacy of your information. Our powerful physical and system security measures include:
  - Dedicated facility space
  - No co-mingling of client data
  - Dedicated network and infrastructure
  - Password-protected login access
  - Encryption and certificates, at the very minimum
  - Single point of reference and accountability.
- Imaged documents are routed for processing and validation based on document type, account status and other data in our intelligent queue processing. Flexibility and your user needs are considered at every step of the process. We sample images for quality control to ensure that image quality and indexing accuracy meet acceptable standards.

## Intelligent Queue

If your organization has large-scale data collection and conversion needs, we can save you time, money and effort. Count on us to reduce the number of documents containing incorrect information, unfilled requirements or other problems, through the use of Intelligent Queue (IQ). You can also use another of our proprietary back-end processes – Web Queue (WeQ) Processing – to resolve questionable source data documents before transmission to clients.

We have in-depth experience integrating workflow products into the IT space. You can count on us to:

- Maximize resources and preserve efficiencies
- Migrate your data forward and back across workflow systems
- Enable joint governance via management portals that offer a shared view of all major system events and activities.

## Managed Print Services

A robust portfolio of Print Services can be matched to the specific needs of government agencies on an enterprise scale – helping to reduce costs, enhance employee productivity, secure data and documents, and achieve environmental sustainability goals. Our managed print services make printing simple and easy, so you can concentrate on your core business. We use a comprehensive assessment based on Lean Six Sigma methodologies to see how your business prints. Then we look for ways to:

- improve employee-to-device ratios
- match printers with your business needs
- reduce the number and types of devices and supplies
- turn slow, paper-based processes (like routing and approvals) into automated, digital ones
- remove unnecessary steps from your print process

## Contact Us

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