

Document Management and Imaging

Enhance Service, Prevent Loss, Save Money

Government agencies must keep track of millions of documents. Many of them are still in paper form – filling filing cabinets, storage rooms and warehouses. That leaves them susceptible to document loss from error, damage or disaster.

Maintaining paper documents is also costly. The space needed to store them – and staff to manage and retrieve them – drain your budget without contributing to service delivery.



We can help. Drawing on extensive government experience, we offer solutions that:

- Enhance customer service
- Provide for disaster recovery
- Save money.

We automate the manual task of capturing form data and entering it into the client's system. By eliminating costs for storage and retrieval, we help governments save money – which can be re-allocated for direct service to customers. We also improve customer service by eliminating delays that result from not having the right document available to those who need it at any given time.

Our Benefits

The benefits you realize from our secure, scalable document management solution include:

- Government subject matter expertise, with customized solutions that streamline program operations and enhance service to constituents
- Master Control Program (MCP) that provides visibility and access at every stage, from receipt to retrieval
- Immediate insight for administrators, with reports automatically available online, with live statistics and data
- Flexibility that meets your needs, with scanning on or off site, secure document destruction or storage, and other modular options
- Reliable and proven solution that captures 10 million images per day, 2.7 billion per year
- Enhanced security to protect confidential data from unauthorized access, damage or loss

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Digital Document Delivery

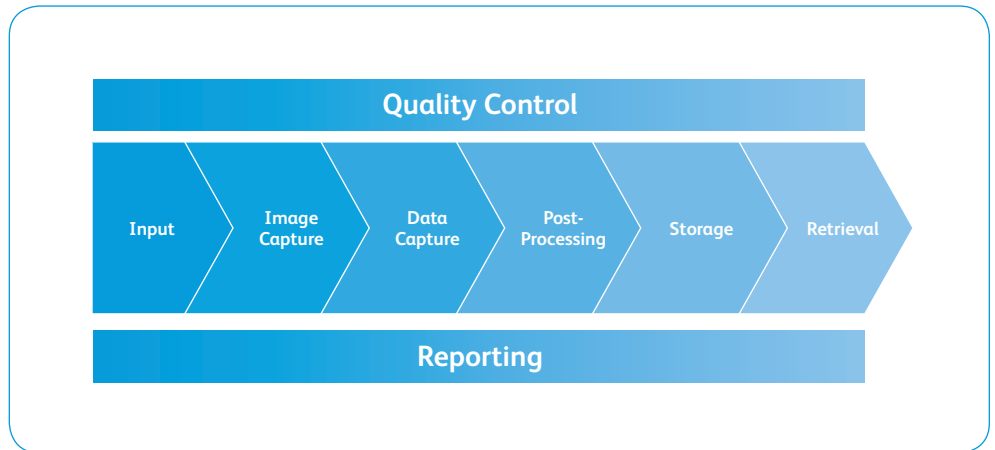
Our document management solution converts paper documents into digital images. That provides benefits both to you and to customers who rely on you for efficient, timely services.

Our Master Control Program (MCP) provides an audit trail for every document, and it monitors each document's status through the process in real time. The MCP tracks each document through the following stages:

- **Input.** We scan documents at your site, bar-code them for tracking, and courier them to an off-site facility. Or we can import data directly from mail, fax, Web or a call center.
- **Image Capture.** We scan each document in your specified format, and then we view and inspect every image to ensure that image quality is equal to or better than the original.
- **Data Capture.** We eliminate error-prone data entry by validating values against your database for accuracy, and then indexing images for rapid retrieval.
- **Post Processing.** We sample images to ensure that image quality and indexing accuracy meet acceptable standards.
- **Storage and Destruction.** We transmit images to a repository you select – our hosted repository system with no per-seat license fees, or an alternative system installed on the client's server.
- **Retrieval.** Stored images are easily retrieved by authorized staff using a secure Web-based browser.

Our solution goes far beyond turning paper into images. It also provides secure and convenient access to records wherever and whenever needed – with maximum accuracy, auditability and accountability.

Our government clients select the right mix of resources and technology for their specific challenges and needs. We offer them a unique combination of government expertise, business flexibility, program innovation, operational strength, and the best-available technology to meet changing needs.



Our Approach

Our team consists of former government executives and experts who understand the needs, constraints and workflow of your agency. They understand how to provide customized document management and imaging services to streamline your workflow.

Benefits of our approach include:

- **Increased efficiency and lower FTE costs.** Efficient handling reduces the effort needed to locate, retrieve, transmit and re-file documents. Data are transmitted directly to your existing systems, eliminating time-consuming, error-prone manual data entry. And your filing staff can be reassigned to improve service and productivity.
- **Better service for stakeholders.** Multiple users can access case information simultaneously from any browser.

- **Enhanced security.** Access control ensures only those who have a need to access or modify records are able to do so.
- **Better decisions from timely information.** Eliminate delays due to slow information flow. Data can be displayed at any time from any location. (By making documents available at hearings, one client saw its Fair Hearing win rate increase to 90 percent.)
- **Peace of mind when disaster strikes.** Electronic images can be stored and backed up in multiple locations to guarantee uninterrupted availability – no matter what.
- **Lower storage costs and better use of space.** Documents can be shredded or stored securely off site, so you can reclaim office space previously used for filing documents.
- **Single point of accountability.** Our subject matter experts serve as your primary contact. They share real-time monitoring and reports to give you a transparent view of our performance.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at www.xerox.com/businessservices.

