



Solution Brief  
Electronic Document Capture  
Management

## Streamlining Document Management: A Business-Ready Solution from DocuLex, Kodak, and Intel



Information drives today's economy and the companies that fare best in this competitive climate are those that capture, store, and retrieve information in a way that best supports their core business processes. A wide range of businesses—including doctor's offices, insurance firms, credit unions, shipping centers, pharmacies, light manufacturing operations, and others—rely on ready access to information to service their customers and manage their operations. Increasingly, companies are turning to electronic document capture management to reduce the need for paper, improve speed and accuracy when retrieving archived records, satisfy regulatory requirements at the state and federal levels, and boost the efficiency of their business operations.



Offered through Tech Data, this cost-effective, business-ready solution features components from DocuLex, Kodak, and Intel, fulfilling effectively the requirements of many small- to mid-sized businesses. The four key components to this solution are:

- DocuLex software, Archive Studio Release 4\*, provides a comprehensive document management system that can handle images scanned from paper as well as a wide range of electronic file formats, such as Microsoft Word\*, Microsoft Excel\*, Adobe Acrobat\*, AutoDesk AutoCAD\*, and common e-mail message formats.
- Kodak's excellence in image scanning technology provides an ideal complement to the solution, automating the conversion of paper-based documents with a high-speed, high-resolution scanner, the Kodak Scan Station 100\*. Designed for workgroup operation, this scanner can intuitively be used for batch acquisition of document images.
- The Intel® Storage Server SSR212MC2, recently released to serve the needs of rapidly growing mid-sized companies with demanding storage requirements, ensures that the high volumes of documents captured and indexed can be securely stored and rapidly retrieved. This server functions effectively as both an application server and storage server, helping control technology investment costs for small businesses.
- Microsoft Windows Server 2003\* offers a trusted server platform for integrating the solution components and streamlining workgroup activities.

Together these components deliver substantial business value to companies seeking a competitive edge through better management of the vital documents that underlie their business operations. Any company looking to increase office productivity, empower employees with improved access to information, and satisfy customers through more efficient processes and aftermarket support can benefit from this solution.

The bundled packaging of the solution also offers advantages, including:

- Rapid deployment based on tested, proven components from industry leaders
- Simplified maintenance requirements
- Cost savings from the bundled packaging
- Efficiency in working with a single reseller for purchase and installation

## What Document Management Means to Businesses

Your customers may range from small start-up companies to established mid-sized companies to rapidly expanding firms with goals of achieving enterprise levels of business in the future. Whatever the size of the business, sound document management processes can be a key part of business growth and a well-established means of improving the efficiency and effectiveness of their internal operations—for compliance, better service to customers, and improved office productivity. Electronic document management practices, as implemented in this solution from DocuLex, Kodak, and Intel, let businesses:

- **Reduce paper use.** Paper is expensive, when physical cost, processing, and storage are taken into account. Trying to access information on paper also wastes time. According to All Associates, 75 percent of the cost of a document is in management and logistics.
- **Minimize copying expenses.** A Gartner survey indicated that the average business document is copied 9 times. The costs and labor associated with copy machine use can be considerable. Duplicating and distributing documents electronically can eliminate the vast majority of these expenses.
- **Improve overall document handling.** A survey performed by INC magazine concluded that it costs, on average, USD 20 for a business to file a document. If the document is misfiled, it then costs approximately USD 120 to search for it. In the worst case, if the lost document must be recreated, it costs the business on average USD 250. These types of expenses can be largely eliminated through an effective electronic document management system.
- **Eliminate redundancy in information handling.** CAP Venture Group determined that 80 percent of the documents that business people work with in the computer are also retained on paper, creating unnecessary redundancy and waste.
- **Free staff members for more productive work.** Studies estimate that professionals typically spend over 500 hours annually reviewing and routing files and another 150 hours looking for incorrectly filed documents. This time could be used much more productively with an electronic document management solution in place.

The goal of the totally paperless office is not a realistic pursuit in the typical business environment today, but businesses that embark on a strong initiative to improve processes and efficiencies by capturing, storing, and retrieving information in digital form will begin to realize the true value of the information and be able to capitalize on the advantages of advanced storage technology and industry-leading retrieval technology.

## Usage Models for Electronic Document Management

The DocuLex-Kodak-Intel electronic document management solution, available from Tech Data, suits a wide variety of applications in diverse vertical markets—virtually anywhere that documents are an essential component of everyday business processes and where business efficiency can be improved through better document handling.

Some of the possible usage models include:

- **Light manufacturing operations.** Companies involved in producing products in the light manufacturing sector—including electronic equipment, household accessories, personal health products, specialty foods, arts and crafts, and so on.
- **Local medical centers and doctor's offices.** The implementation of electronic document management can reduce the burdens of medical practice operations, including record-keeping requirements, insurance tracking, and paper handling.
- **Insurance offices.** Companies engaged in any type of insurance practice—including homeowner's, health, automobile, business, liability, and property—can achieve new levels of efficiency by capturing, storing, and retrieving documents with this solution.
- **Real estate firms.** The mortgage paperwork, lead organizing, advertising, and operational needs of a typical real estate office fit well within the capabilities of this electronic document management solution.
- **Small retail establishments.** Typical activities performed by small- to mid-sized retail establishments—such as grocers, dry cleaning stores, bookstores, sporting goods outlets, furniture stores, and similar businesses—can be handled more efficiently when the business information is captured and accessed in digital form.
- **Restaurants.** Many local eating establishments have prodigious requirements for tracking supplier paperwork, statements, customer tabs, inventory, and similar paper-based records. These materials can be effectively translated into digital documents.
- **Law firms.** Case-file documents on client matters may include internal documents from the legal staff, as well as documents produced by the client and opposing counsel. Electronic document management provides a practical means of sharing vital documents securely over the Internet with staff members of the firm, the client, and other stakeholders.
- **Auto dealers.** Legal and privacy requirements mandate that auto dealerships retain deal packets securely for new car sales. These packets typically contain finance records, title applications, a driver's

license copy, proof of insurance, an odometer statement, and other support files. Other documents that must be maintained include service orders, including written remarks from the mechanics and warranty work performed. Secure access permissions and full-text searching of electronic files ensure greater employee productivity with the added protection of an electronic vault for storing privileged information.

- **Professional employer organizations.** Employee human resource activities managed by these service providers must be tracked, maintained, and made readily available to their employer customers on demand. Electronic document management can restrict online record access to only those employers with appropriate security rights.
- **Construction.** Wide-format drawings, change order, contracts, bids, and other support files must be shared by many parties during construction and retained for many years after completion. Document management software helps coordinate collaborative work, version control tracking, and records retention.
- **Transportation and shipping.** Transportation and shipping center operations generate bills of lading, labels, and other essential documentation. By turning these documents into digital files, they can be more quickly processed. For example, billing materials can be quickly transferred to the company's and customers' accounts, expediting payment and improving efficiency.

## Improving Document Management in the Building Community

A recent deployment in the Nassau County Building Department in Florida highlights how DocuLex's Archive Studio can accelerate the handling of complex document processing and use. Building code enforcement in this 650 square-mile county relies on permits and inspections, which previously had been managed through an accumulating library of paper documents. These documents—in a vast variety of shapes and sizes—were rapidly degrading, as well as overwhelming the storage facilities that spanned five separate facilities. The disconnected and fragmented processes involved in producing, searching, and retrieving necessary documents to fulfill the organization's mission were notably inefficient and causing increasing difficulties to the department.

After a product evaluation led by the building official, Whitey Moran, the department selected Archive Studio to capture, index, and archive the documents and to make them available online using DocuLex WebSearch\*. Millions of documents in use were sorted, scanned, and then converted to searchable Adobe Acrobat files using the optical character recognition capabilities of DocuLex Goby Capture\*. The

document library can now be accessed online, through WebSearch, and shared among users, staff members, and other parties involved in the building community.

Of the process, John Crowder, Director of Support Services for the Building Department commented, "The Building Department documents must be maintained in good condition. By integrating the DocuLex software, we are able to ensure that these documents are available and readable to anyone that needs to review them. The Archive Studio solution allowed us to make use of our existing scanning equipment, with relative ease. The combination of Goby Capture and WebSearch enables us to quickly and accurately retrieve our electronic documents. When I receive an inquiry, I simply refer the requestor to a web link that allows them to access and print the document on demand. Not having to reproduce hardcopy documents is proving to be a substantial cost savings for the department. Even better, the software does all the filing for us. This feature greatly reduces the potential for document misfiling due to human error. We have found the software to be intuitive, reliable and fast. As a result, we have been able to tackle a lot of the back-file conversion that we did not anticipate getting to for quite some time."

The DocuLex-Kodak-Intel solution provides the necessary components—hardware and software—to achieve this kind of success in a business-ready solution available through Tech Data. The simplicity of planning, deploying, and maintaining a solution based on proven components from industry leaders is a significant benefit and a powerful incentive to transform document management processes for better efficiency and enhanced productivity.

## Component Benefits

Each of the companies involved in crafting this solution contribute a significant level of technological expertise and industry understanding, resulting in a complete solution that is greater than the sum of its parts. Consider the following benefits of each solution component:

### DocuLex Archive Studio

The DocuLex Archive Studio software bundled with the solution processes scanned images of paper documents and electronic versions of popular office productivity file formats. The benefits include:

- **Flexibility.** Compatibility with a wide variety of file formats associated with office productivity suites, including Microsoft Office\* and Adobe Acrobat. In many cases, the documents can be indexed and retrieved in their native format.

- **Compliance.** Accountability and tracking of documents mandated by regulatory requirements can be satisfied using the management tools provided.
- **Adaptability to diverse environments.** Archive Studio supports remote or local document access, permission, printing, and distribution

### Kodak Scan Station 100

The Kodak Scan Station 100 integrates effectively with Archive Studio, capturing paper-based information using Kodak's Perfect Page Scanning\* technology. The benefits include:

- **Workstation support.** Scanner can be operated securely on a local area network—with flexible control access—without requiring additional hardware or software.
- **Rapid scanning.** Scans of up to 50 images per minute in black-and-white or grayscale, and up to 40 images per minute in color.
- **Ease of operation.** A rotatable touch screen simplifies operation for employees and minimizes any training requirements.
- **Preview confirmation.** The on-screen color preview features lets users quickly confirm the status of the image capture and transfer.

### Intel Storage Server SSR212MC2

The recently introduced Intel Storage Server SSR212MC2 delivers enterprise-class benefits in a high-performance package that supports DAS, NAS, and SAN. For cost-conscious, small- to mid-sized businesses, this unit has the processing muscle and flexible architecture to support usage models as both an application server and a storage server. The benefits include:

- **High performance.** Supports the latest generation Dual-Core and Quad-Core Intel® Xeon® processors for fast processing and retrieval of high volumes of electronic documents.
- **Expandable framework.** Accommodates up to 12 hot-swappable SAS or SATA drives in a 2U form factor.
- **Embedded RAID controller.** The embedded Intel® RAID controller SRCAS144E offers hardware support for RAID 0, 1, 10, 5, 50.
- **Accelerated network access.** Dual 1 Gb Ethernet Network Interface Connections provide fast access to iSCSI or network attached data.

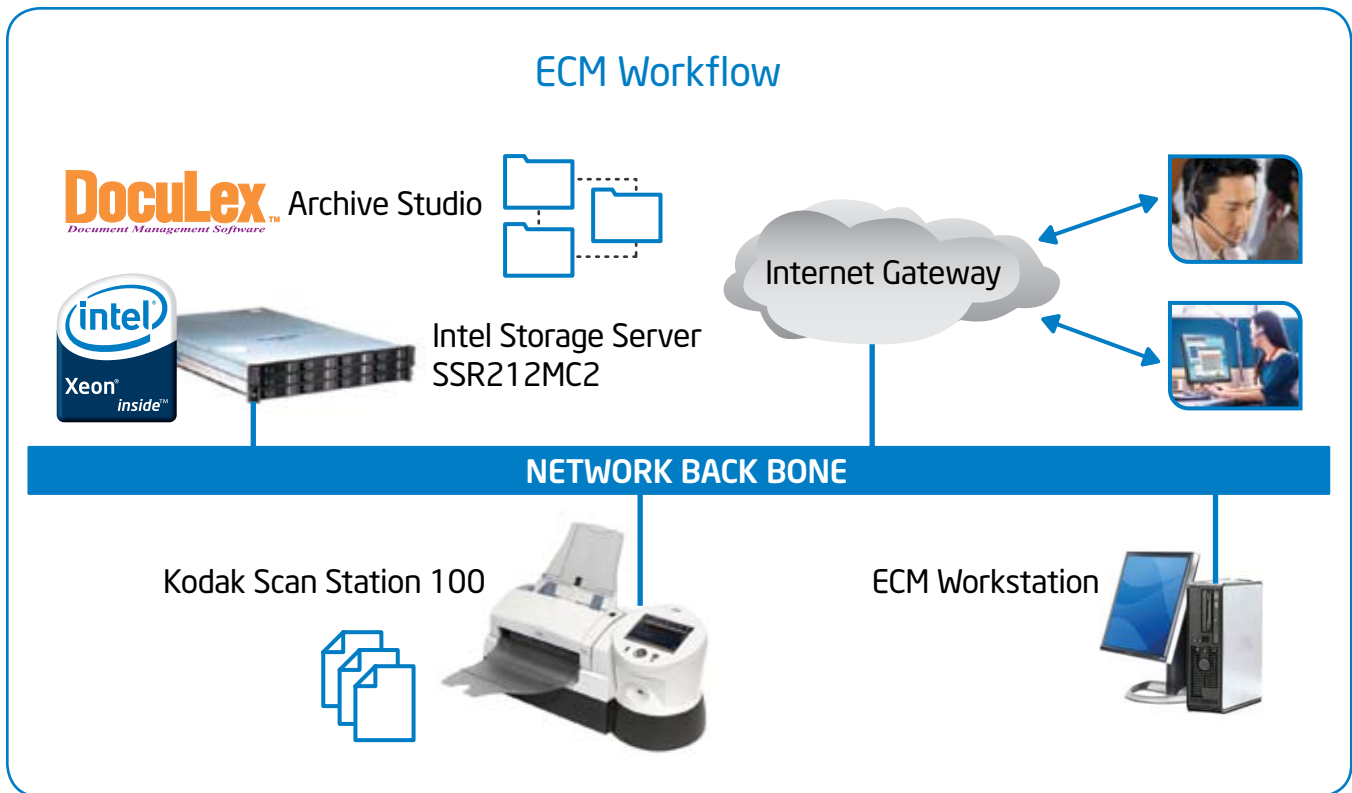


Figure 1. Network configuration showing key solution components

### Microsoft Windows Server 2003

Microsoft Windows Server 2003 suits the needs of small businesses admirably, delivering reliable network transactions and connectivity. The benefits include:

- **Proven technology.** The well-established capabilities of this operating system provide a strong foundation and solid infrastructure for launching an electronic document management solution.
- **Multipurpose architecture.** The operating system handles a diverse collection of server roles in a centralized or distributed framework, including file and print server, Web server, mail server, terminal server, directory services, and so on.
- **Dependability.** Represented by hundreds of thousands of deployments, the underlying IT architecture provides a solid business value with exceptional availability and enhanced scalability.

### Networked Component View

Figure 1 illustrates the components of this enterprise content management (ECM) solution and the network architecture of a typical configuration.

### Offering Customers the Best of Electronic Document Management

Give your customers a comprehensive, advanced-platform solution that can transform their business, eliminating the clutter and chaos of paper documents for the ease, simplicity, and efficiency of electronic document management. The benefits span an extensive array of industries and deliver immediate business values that can be measured in better productivity, better use of staff professionals' time, and better responsiveness to customers, partners, and clients. Backed by the proven capabilities of industry leaders—DocuLex, Kodak, and Intel—supported by a trusted Microsoft server platform, this solution deploys rapidly, operates flawlessly out of the box, and requires minimal maintenance. The transformative power of digital information can impact businesses from the smallest mom-and-pop shop to the rapidly growing, future Fortune 1000 prospects, putting the magic of real-time information access into the hands of every staff member.

## For More Information

For more information about this solution and the ways that it can transform document management, contact Tech Data's Imaging team at **800-500-0101 Option 1**.

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Solution provided by:



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