

KEYPOINT GOVERNMENT SOLUTIONS

Automated Workflow adds simplicity with HP Scanjet scanners



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—Russell P. McAbee, deputy program director, KeyPoint Government Solutions

HP CUSTOMER

CASE STUDY:

HP Scanjet Enterprise
7500 Flatbed Scanner

INDUSTRY:

Services

OBJECTIVE:

Integrate automated features in scanner technology to streamline processes and reduce service and support requirements

APPROACH:

Deploy HP Scanjet Enterprise 7500 Flatbed Scanners

IT IMPROVEMENTS:

- Multi-feed detection image enhancement software with blank page removal

BUSINESS BENEFITS:

- Fast workgroup scanning integrates into existing document management system
- Multi-feed detection automates accuracy confirmation, eliminating manual processes
- HP Smart Document Scan software adds efficiency with automatic image enhancement, auto deskew, auto rotate, auto crop and blank page removal eliminating tedious tasks
- HP Scanjet reliability saves valuable time
- Three-year, next day replacement service assures uninterrupted document processing

KeyPoint Government Solutions is a leading provider of investigation and risk mitigation services for the public and private sectors, including government agencies such as the Department of Homeland Security (DHS) and the Office of Personnel Management (OPM). For government contracts, successful results require meticulous yet nimble handling of millions of documents. At KeyPoint, administrative teams supporting DHS scan crucial documents using four flatbed scanners. Recently, this process was upgraded and simplified with the integration of HP Scanjet Enterprise 7500 Flatbed Scanners.

"The reliability is remarkable, which lends to increased productivity and efficiency of our staff," says Russell P. McAbee, a deputy program director at KeyPoint Government Solutions.

McAbee explains that reliability is crucial. A team of four spends up to 70% of each day scanning 1000 to 4000 pages of diverse documents. Before upgrading to the Scanjet solution, staff experienced ongoing problems with the previous scanners.

"The everyday routine started with thoroughly cleaning the scanners, removing dust and residue, then hoping for the best," he says. "Often, poor scanner performance would require a repeat cleaning at midday. Now the workflow is effortless."

KeyPoint had a disappointing experience with on-site service. Multiple technician visits were unproductive as the equipment often remained unfixed and time spent with technicians would tie up staff answering questions.

It's a testament to the team's agility and effort that it could maintain KeyPoint's high standards of productivity. "We were creative and found ways to work around equipment shortfalls," McAbee admits, "but everyone was working harder and we weren't satisfied."



CUSTOMER SOLUTION AT A GLANCE

PRIMARY APPLICATIONS

Document scanning

PRIMARY HARDWARE

- HP Scanjet Enterprise 7500 Document Flatbed Scanner

PRIMARY SOFTWARE

- HP Smart Document Scan Software 3.0

ENSURING EFFORTLESS WORKFLOW

Considering the company's good experience with HP printers for its remote employees, McAbee turned to HP scanners. "HP has a good reputation for scanner technology," he says. "We were looking for a better quality product, and from a cost and value perspective the HP Scanjet scanner is ideal."

KeyPoint purchased four HP Scanjet Enterprise 7500 Flatbed Scanners, each with a daily duty cycle of up to 3000 pages and next-day replacement service for three years.

"We consider the HP scanners a very good investment," he notes. The HP Scanjet Enterprise 7500 is a legal-paper sized workhorse scanner that features robust paper handling as well as impressive speeds of 50 pages per minute/100 images per minute. And although KeyPoint uses its own proprietary document management system, its system meshes seamlessly with the HP Smart Document Scan software and TWAIN image-enhancing drivers.

Commanding the scanners, KeyPoint's DHS Administrative Support Group especially appreciates the optical character recognition (OCR), which enables it to scan an array of documents from the investigative work force—from notes on envelopes to County Courthouse records—as searchable PDFs. With so many variable documents, some of which include poor ink quality or blurred handwriting, HP's automatic image enhancer cleans up images and increases the sharpness of scans. "Image-enhancing capability is necessary for thorough investigative work," McAbee notes.

Because the scanner technology could not previously be trusted, the staff would manually count pages before they put them in the scanner and then use KeyPoint's proprietary software to confirm the number of pages scanned was correct. Now, a stack is placed in the 100-page precision automatic document feeder (ADF), and the software's multi-feed detection tool will check for skipped pages.

"After weeks of researching scanners I came to the conclusion that a large document feeder is only a valuable feature if the scanner also

has multi-feed detection capability," McAbee emphasizes. "It is extremely important that we can validate the accuracy of all scans."

The auto-rotate and auto-orient features save precious time for staff. "When you're facing a deadline, rotating scans is not something you want to spend time on. Especially when there is an automatic option available," McAbee says.

KeyPoint staff welcomes the lower profile of the scanner, considering it an ergonomic dream come true after straining to reach from desktop computer work areas to the scanner document feeder on the previous, much taller machines.

The HP Scanjet scanner provides a user-friendly interface and the ability to customize scanning profiles. "The team using three of the scanners processes the same type of documents the same way," notes McAbee. "A standardized scanner profile is set up on each of them, so they provide a back-up for each other. No time is lost."

AUTOMATING ACCURACY

The KeyPoint DHS team that uses one scanner for case notes and quality control letters is particularly gratified by the move from manual to automatic processes. This team must scan two-sided documents that include signatures. On certain documents every single page has to have a signature or date. "If one of the pages is missing in the electronic file, it can become a big problem," McAbee explains. "All work is subject to random audits of case files to verify accuracy, because the reputation and integrity of our company is at stake."

With the HP Scanjet Enterprise 7500 scanners, the KeyPoint staff is confident that document accuracy is preserved. "We do everything we can to make our processes efficient, because our contracts are based on work completed, not for time spent," McAbee explains. "The HP Scanjet scanners help us move through projects smoothly and more easily meet rigorous expectations."

The HP Scanjet 7500 is ENERGY STAR® qualified and can be set to shut down automatically when not in use—a cost and energy saving benefit the previous scanners lacked.

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