

# Enforcement Agency Enhances Knowledge Sharing and Collaboration

## Enforcement Agency



## Client Challenges

- Operational requirement to digitize hardcopy letter correspondences
- Managing hardcopy files (retrieval and file movement) is labor intensive and time consuming
- No central repository for storing and sharing of information - Silos of Information
- Long turnaround time for retrieval of information

## Fuji Xerox Solution

- Letter Scanning Management System is developed based on Kofax Ascent Capture Solution
- ICR and OCR extraction (Handwriting recognition) to extract key metadata information to be exported to agency's backend system for repository storage
- 25 Fujitsu scanners were deployed at all the agency's institutions to facilitate daily letter correspondences scanning quickly and reliably

## Client Benefits

- Cost savings in lesser manpower utilisation
- Reduced data entry error rate
- Improved retrieval and access of documents
- Streamlined process in routing of letter correspondences between various departments