

Local Statutory Board Improves Turn Around Time with Imaging & Document Management Services

Local Statutory Board



Client Challenges

- There was an increase in demand for services from the agency's customers
- All land records were kept in hard copy
- Process of search, retrieval, forward and sharing of files and information were done manually – Very time & labour consuming
- Storage of hard copy documents in the office was taking up valuable office space

Why Fuji Xerox

- Only team (with partnership with DM Corp) that can provide full suite of document conversion for both large format docs and normal sized docs, and 2-way microfilming with Evidence Act certification

Fuji Xerox Solution

- Created a digitised information repository by converting land records and drawings to pdf and tiff files
- Scanned all backlog files, and microfilming for archival
- Provided day-to-day document conversion within the agreed SLA with customer
- Entire process of scanning, indexing, microfilming, transportation & handling of agency's documents is certified & approved in accordance with Evidence Act

Client Benefits

- Reduced time to retrieve and access the documents
- Improved customer satisfaction by providing faster turn around time
- Understood agency's operations and process and met the Board's criteria of getting day-to-day documents scanned and submitted to agency by 11a.m.
- Agency now has a backup of all documents and records to prepare themselves for disaster recovery