



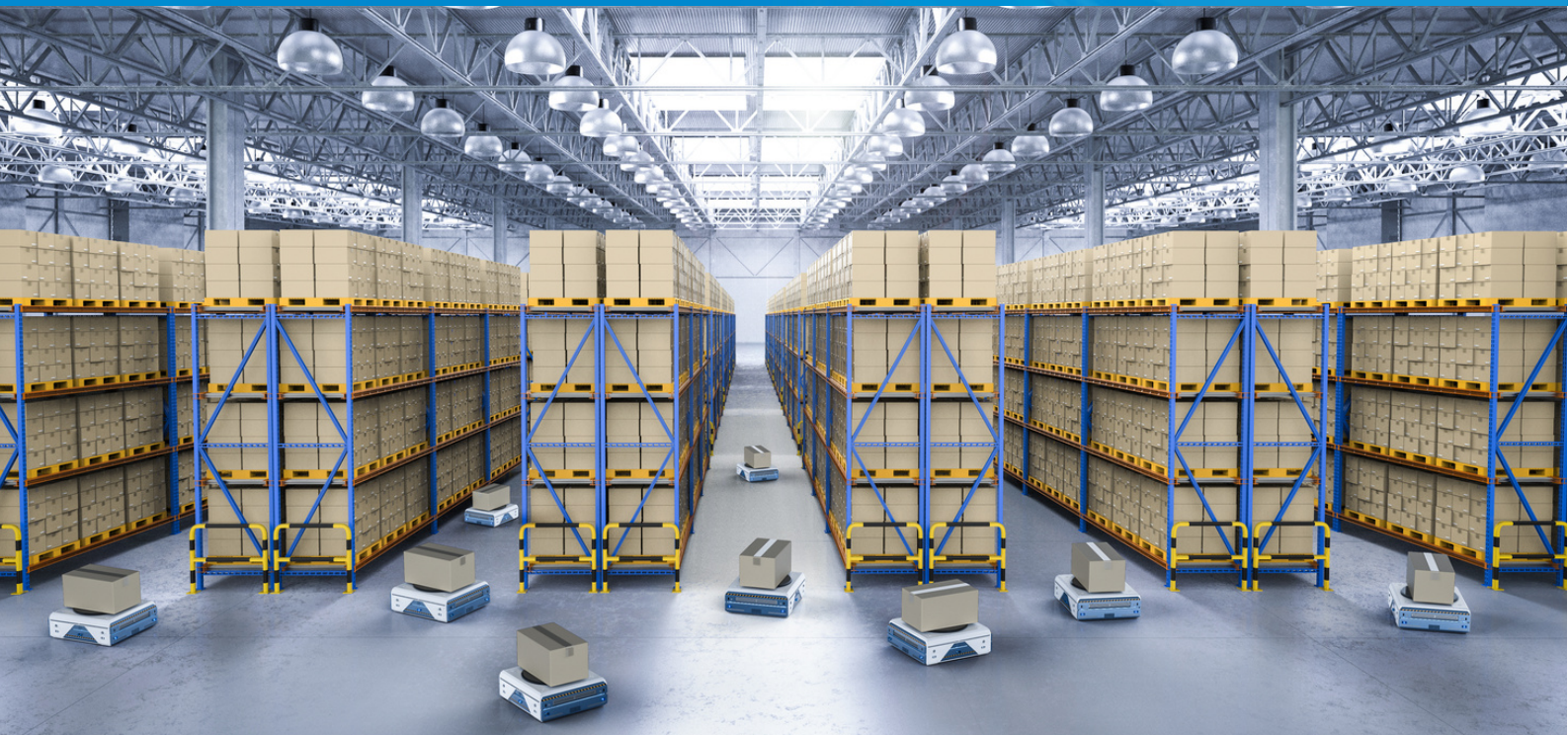
# 10 QUESTIONS TO ASK Your Document Scanning Vendor

# Introduction

For large organizations, there are clear advantages to scanning hard copy documentation: to free-up floor space, the ease of locating documents, improved compliance, risk mitigation as well as the ability for allowing multiple people to access a document simultaneously.

However, before these benefits can be realized, you'll need to identify a document scanning vendor that can effectively handle and safely process your document scanning requirements, from compliance to organizational.

We've put together this useful guide with 10 key questions you should ask your document scanning vendor to understand their capabilities, technologies and processes so you can be confident they can manage your projects going forward.



Q1

## What is the typical turnaround time for bulk scanning projects?

A capable information management vendor should provide fast and reliable turnaround times for large scanning projects. Look for a supplier with a monthly capacity that exceeds 50M images per month - as a larger capacity will accommodate higher volume, bulk scanning projects, which is especially helpful for companies with multiple office locations or decentralized teams. Some organizations will offer you a scan-on-demand service with typical SLA's of between 1-3 hours. Scan-on-demand is a way of making your documents available to you throughout your digitization project. At any point, if you require urgent access to a specific file or record being processed offsite, you could request a scan-on-demand. That file would be tracked, identified and processed urgently with the digital version being made available to you within 1-3 hours from the time of your request. This is particularly beneficial if you require regular access to your records at all times.

This question is crucial if you need a fast turnaround on your scanning project. Look for a supplier who can provide evidence and case studies of companies they have helped, especially larger and more high profile conversion projects, such as those converting hundreds of millions of pages a year. Ask about their high-quality IBML scanning devices. These devices are top of the line and should be maintained in-house by the supplier - providing a better capability, resilience, the ability to scale rapidly and business continuity.





Q2

How can we be sure our documents/records are safe in transit when they leave our premises?

Organizations must be vigilant in keeping data protected at all times, including when documents leave the premises and are in transit to be scanned and stored. A seasoned vendor will be able to supply you with detailed instructions for packaging your documents for transport. The availability of an online tracker system for visibility of any records in transit — from the collection at your premises to arrival at the scanning vendor’s facilities — is one of the safest ways to ensure the safety of your documents. This tracker will also assist with managing and controlling individual records, meaning that you can track specific files at any point during the document scanning process. In addition, your supplier should be able to demonstrate that they use reliable, GPS-tracked vehicles for the physical collection and delivery of your records.

Q3

How can we be sure of the confidentiality of our records?  
How are team members vetted and trained?

For insurance, financial and healthcare organizations, confidentiality is of the utmost importance. Your supplier should understand the significance and undertake strict vetting of staff and periodic confidentiality training.

Ask your vendor if all employees sign a confidentiality agreement, an ‘Acceptable Use’ policy and undergo background checks. These items should all be a part of their standard terms and conditions of employment.





Q4

## What quality and security standards should a vendor demonstrate?

As a minimum, your supplier's scanning processes should be fully compliant with:

- ✔ Quality management systems **[ISO 9001]**
- ✔ Information security management **[HIPAA]**
- ✔ Compliance, safeguards and management of customer data **[SOC 2]**

If the supplier cannot demonstrate evidence of this compliance, this should raise some serious red flags and concerns over their commitment to the safety and security of your data.



Q5

## What happens to our paper records after scanning?

Post-scanning, most document scanning vendors will retain your original records in a highly secure storage facility for an agreed period of time. Typically, 90 days post-scan allows enough time for you to conduct your own quality checks. You will then be asked to authorize the destruction of scanned documentation.

If retaining the originals is necessary for legal and compliance purposes, the documents can be securely transported to a long-term storage facility or returned to you. If the hard copies are to be destroyed, this should be completed on-site, within a secure facility.

As best practice, the vendor's destruction processes and facilities should conform to:

- ✔ ISO 9001: Quality Management
- ✔ National Association of Information Destruction (NAID) AAA Certification  
(This verifies secure data destruction companies' services' compliance with all known data protection laws through scheduled and surprise audits by trained, accredited security professionals, fulfilling customers' regulatory due diligence obligations.)

Electronic destruction certificates should be provided upon the completion of any destruction projects. Destruction should only be undertaken upon receipt of approval from you, the client.

You can find out more about Docufree' document scanning process on the following page.

# The Document Scanning Process

docufree



## Consultation



Our expert team will discuss and assess your personal requirements and provide the most efficient and cost-effective options for your business

## Collection



Documents will be prepared for shipment and our security protocols ensure your data is transported, received and tracked safely

## Production

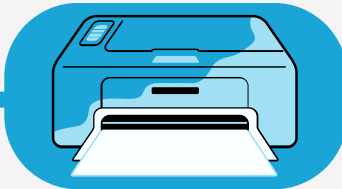


Documents are prepared for scanning in our highly secure environment ensuring full protection of your critical data



All documents are checked in and barcoded, allowing you to electronically access and track your information at all times

## Scan



Documents are scanned in full compliance with industry-specific requirements using the latest high speed state of the art scanning machines



Key data is captured and documents are classified using Optical Character Recognition (OCR) and Intelligent Data Capture (IDC) technology

## Quality



All data is managed in line with your document retention policy and industry-specific compliance



All digitized information goes through strict quality assurance processes

## Storage



Data is stored in our secure cloud (EDMonline) and/or delivered to your core systems for easy access



Physical documents are returned, sent for long-term storage or destroyed using accredited security protocols







Q6

## Can data capture from my documents be automated? If so, by how much?

Automating data capture during the document scanning process can reduce processing times. Ask your vendor if they have an ‘Intelligent Capture’ approach, which uses a blend of technologies to capture data from your documents as accurately and efficiently as possible.

For example, Docufree' professional scanning operations utilize high-speed, high-volume IBML scanners and experienced team members. With hardware of this standard, it is possible to build in barcode reading and optical character recognition (OCR automation technology, which means that a high proportion of your data can be captured ‘on the fly’ during the scanning process. This technology transforms the information captured through scanning into valuable data leveraged to make more informed business decisions.

Ask your supplier about their automated data capture rate. PS — this should be 95-98% or higher, with any remaining data capture handled by trained indexing staff.



Q7

## What document formats are supported?

Your documents will vary in format, and you need to find a supplier who can support several forms. Scanned paper documents (as well as microfilm and microfiche) are typically digitized into PDF or TIFF files. You should be able to select either black and white or color outputs, depending on the nature of the documents and your needs. Other file types your supplier should be able to support are:

- Image formats - including JPEG, BMP, GIF and PNG

- Microsoft Office - Word, Excel, Powerpoint etc.

- Text-based formats - TXT, XML

- CAD formats

- Email - either whole MSG files or separate message body and

- attachments Sound files - such as MP3

Docufree is highly experienced in large- volume data digitization and integration into our client's systems. We will be able to securely handle, digitize and store your important data, whatever its format.

## How do I receive my newly scanned images?

There are various ways a document scanning vendor can provide you with your newly scanned images. The main methods are as follows;

### Encrypted hard-drive

Some organizations will opt to receive their scanned documents and data on an encrypted hard drive for larger projects. This makes it very quick to access new images without too much reliance on their own IT resources. However, this is a one-off data transfer, and you will need to wait until project completion to receive your images.

### Secure FTP link

Secure file transfer protocol — or SFPT — is a popular method to receive scanned images. It allows for the secure and frequent transfer of digitized data throughout a scanning project. Your IT team would need to be involved in this process, and as with all of the transfer methods mentioned here, you will need to have the server space to ingest and host your scanned images.

### Hosted, cloud-based solution

An online digital filing repository or document management system is a securely hosted, fully-managed and supported environment for your digital files without requiring any on-site storage hardware and software.

Your scanning partner can upload images during the scanning process without reliance on your IT team. A hosted solution ensures data compliance (ex. HIPAA).

### EDMonline —

#### A Secure, Hosted Document Management and Workflow Solution

EDMonline is a fully hosted digital filing repository, and many high profile organizations choose this secure platform to store and retrieve their scanned images. The EDMonline user interface is designed to be intuitive and easily used by non-technical staff. EDMonline can wrap around legacy systems without the expense of replacing them resulting in a seamless experience for your data handlers. Find out more about the benefits of choosing Docufree for your document scanning needs and request a free quote today.

It also mitigates risk, providing managed retention policies, document-level encryption, a permission-based security model for access control, and all user interaction with documents is fully audited reportable.





Q9

## How can scanning documents help us comply with our regulatory requirements?

A clearly defined retention policy — broken down by document type — that is understood and readily available within your business is a critical starting point.

Additionally, knowing how long documents need to be retained and having a process for destroying documents once they pass this date is not only best practice from a regulatory standpoint but also reduces the risk and cost of storing documents unnecessarily.

Scanning your documents allows you to review and apply retention to your digitized records.

Images made available through an online hosted filing system have document-specific, unique metadata for identification and fast retrieval. This setup makes it possible to apply the correct retention period to the document based on appropriate retention guidelines once it enters the system. This process can also be automated, removing reliance on staff to manually and correctly apply retention rules. As such, this allows for secure, fast access to your documents so team members can confidently make decisions on what records are ready for destruction and what records must remain. All of this can be completed within a fully auditable environment.



Q10

## What level of support can I expect throughout the scanning project?

The digitization of your documents is a significant undertaking, but what happens next? You'll need a supplier who can support you before, during and after this process, with a key account management program. You should expect the following:

- ✔ **A dedicated account manager:** This point-of-contact will become an extension of your team and an expert on your digital transformation strategy. They will also serve as a centralized resource to handle any questions, issues or project adjustments from start to finish.
- ✔ **Industry-specific insights:** Your vendor partner should help you stay up-to-date with the latest technological advancements and suggest options to optimize your project. Your supplier can serve as a trusted advisor, helping you build knowledge and understand what is possible as you stay ahead of the competition.

Ultimately, an accessible, knowledgeable account manager will help to accelerate your results by driving value with the utmost integrity and compliance.

# Conclusion

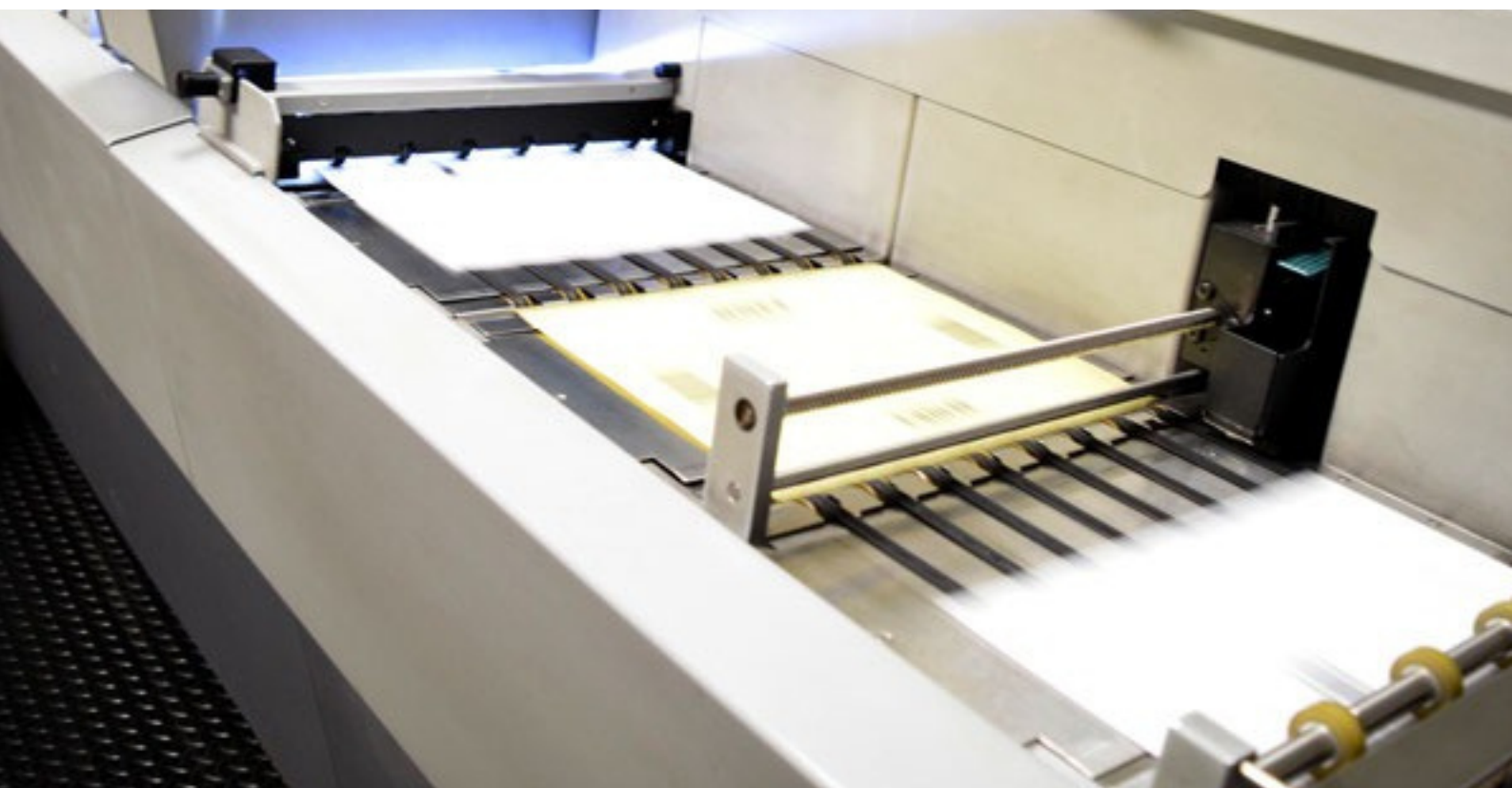
Understanding how your document scanning vendor will meet your regulatory and organizational requirements is crucial. These 10 questions will help you set the stage for a strong relationship with your scanning vendor and identify specific priorities and support expectations as you move along on your digital transformation journey.



# Why Choose Docufree?

Docufree's team of experts leverage digitization to accelerate business processes and automate workflows. We become a trusted, long-term partner to organizations that must stay compliant, competitive and agile in an ever-changing environment.

As a business process outsourcing partner, we help clients transform middle office processes such as mailrooms, backfile scanning and outbound customer communications (print, mail and digital) into efficient processes while mitigating risk. Our clients harness the power of real-time data, reporting and business insights to make informed, forward-looking decisions that positively impact the bottom line.



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