

State of Utah

Department of Human Services Office of Recovery Services

► **Scaling Mountains of Paper Records**

The State of Utah is known for its picturesque beauty, majestic mountains and boundless outdoor activities. Not only is the state a popular tourist destination, but its population is also among the fastest growing in the nation. All of this success doesn't come without a price, and the State of Utah Office of Recovery Services (ORS) was challenged to find a way to digitize massive amounts of case files for protection against loss during a catastrophic event.

ORS is an agency of the State of Utah's Department of Human Services and is comprised of two bureaus: Child Support Services, which collects and disburses more than \$200 million each year in child support payments; and Bureau of Medical Collections, which manages reimbursement from private insurers to Medicaid. In total, ORS is responsible for processing more than 3,000 checks per day.



Photo provided by Smith Productions

Identifying the Ideal Solution

“As part of our disaster recovery strategy, we determined that creating an electronic document management system would be the best practice for us to follow in order to maintain our case records,” said Mr. Les Roberts, Project Manager for ORS. “With more than 90,000 case files containing over 7 million pages, we required a robust software package and solid scanning hardware that could reliably handle a high volume of pages.”

To help ORS achieve its goals, they contacted Dataimage, a document management solutions company headquartered in Salt Lake City. Dataimage has established itself as a leader in developing practical solutions for customers to manage important business documents across all vertical markets, and has been a Canon reseller for more than a decade.

“After carefully listening to the requirements of ORS, we determined that a combination of Kofax Capture®, Kofax VirtualReScan® and Kofax INDICIUS® would be the best software fit for their customized workflows,” said Mr. Dan Dillingham, Vice President of Corporate Sales and Marketing for Dataimage. “For their hardware needs, we both agreed that three Canon imageFORMULA DR-9080C color production scanners would be ideal for the project.”

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The imageFORMULA DR-9080C is a high-speed duplex scanner that can capture landscape-oriented letter-sized originals at up to 200 ipm and portrait-oriented originals at up to 90 ipm. With its high-capacity 500-sheet Automatic Document Feeder and automatic adjustment for paper size and thickness, large batches of mixed documents can be handled easily.

“Having worked with Canon scanning devices in the past, I knew they were up to the task,” said Mr. Roberts. “Even more impressive is that their scanners are more competitively priced than devices with similar duty cycles from other vendors, which was important considering our budgetary constraints. We knew that we were going to place very heavy demands on the devices during our internal backfile scanning, and unreliable equipment or interruptions for repair were unacceptable.”

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Proven Scanning Performance

Once the software implementation customized to the workflow of ORS was complete, configuring the system to work with the Canon scanners was seamless since they are designed to work with solutions from Kofax. Two Canon imageFORMULA DR-9080C devices were used as primary scanners, and the third for exception scanning of documents that required more attention without reducing productivity.

“The project took 8 months to complete, with the Canon scanners operating for 12 to 14 hours per day,” said Mr. Roberts. “We averaged over 50,000 pages daily, pushing the devices far beyond their rated specification and never once needing a major repair. The only downtime we experienced was performing regular preventive maintenance, such as replacing feed rollers, which the operators could handle themselves in minutes. Even after the incredible amount of volume, the machines continue to work perfectly even though you can see paper tracks on the metal where it has been worn down over time.”



Canon DR-9080C Scanner

► **State of Utah
Office of Recovery Services**

The Office of Recovery Services (ORS) is an agency located within the Utah Department of Human Services. The office was established as a state program in the 1970's. In 1976, ORS became the designated state child support enforcement office after the passing of Title IV-D of the Social Security Act in 1975. ORS administers the state Child Support Services, Children in Care Collections and Medicaid Collections programs. For additional information visit www.ors.utah.gov.

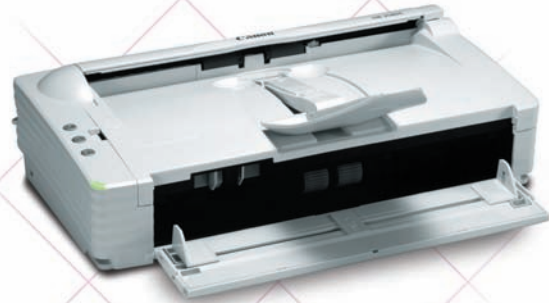
► **Dataimage, Inc.**

Headquartered in Salt Lake City, UT since 1980, Dataimage is an industry leader in providing solutions that capture, store, preserve and deliver content and documents related to organizational processes. These solutions include tools and strategies that allow the management of organizations' business-critical information, wherever that information exists. For more information about Dataimage call (800) 455-8066 or visit www.dataimage.net.

► **Canon U.S.A., Inc.**

Canon U.S.A., Inc. delivers consumer, business-to-business, and industrial imaging solutions. Its parent company, Canon Inc. (NYSE:CAJ), a top patent holder of technology, ranking third overall in the U.S. in 2007, with global revenues of \$39.3 billion, is listed as one of Fortune's Most Admired Companies in America and is on the 2007 BusinessWeek list of "Top 100 Brands." To keep apprised of the latest news from Canon U.S.A., sign up for the Company's RSS news feed by visiting www.usa.canon.com/pressroom.

Canon
DR-2580C Scanner



ORS Looks to the Future

To perform day forward scanning from each of their remote locations, ORS is in the process of implementing Canon imageFORMULA DR-2580C compact color scanners. The imageFORMULA DR-2580C compact color scanner is capable of capturing letter-sized originals at up to 25 pages or 50 images per minute (200 dpi/portrait). This ensures that all new records are stored in the system each day and are readily available to ORS staff across the state when and where needed.

"Our experience has been so successful that we plan on purchasing more Canon imageFORMULA DR-9080C devices to address an additional several-million page backfile project," said Mr. Roberts. "After running our original devices so hard, we're confident that we can complete the new project on time and on budget."

Canon

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