Case Study: Youth Organization Digitizes Records Prior to Office Move

Scanning archived documents — called “back-file conversion” — can be a lengthy, tedious process, especially when dealing with nearly half a century of paper files. See how one organization saw success with the Fujitsu fi-7300NX and Microsoft Cloud services for a seamless and refreshingly easy transition... with infrastructure designed for the future.
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Boys Hope Girls Hope (BHGH) is an international organization centered on cultivating youth empowerment through the foundation of education and holistic support. Operating in 16 cities in the United States and Latin America, BHGH utilizes structured programming adapted to the needs of each community, unique curriculum, and partnerships with local schools and universities. Thousands of Scholars are part of BHGH’s programs across the United States and Latin America.

BUSINESS NEEDS

Thomas Casey, Vice President of Operations, identified the organization’s need to manage their supporting documents and business artifacts. BHGH has three main programs that create significant paper-based business artifacts. These include academic documents, operational paperwork, program data, in addition to the usual documents required in most businesses, like HR forms, tax and payroll records, and business archives.

• The Residential Program: In each BHGH home, six to twelve scholars are cared for by live-in, round-the-clock professional Residential Counselors. Scholars share chores, do homework together, attend religious services, eat, and grow up together. The amount of supporting documents per scholar is staggering. Now multiple that by multiple 2-3 residences per city and 14 cities in the United States alone.

• The Academy Program: Like residential scholars, Academy scholars are enrolled in college-preparatory programs at top-rated area schools or provided college-preparatory curriculum in their current school district; scholars are matched with tutors who help them reach their academic potential and mentors who share their life experience; they are enrolled in extracurricular activities designed to help them discover themselves and the world around them; and they engage in community service projects that teach them the value of living a life committed to serving others.

• Collegian Program: For BHGH residential and non-residential scholars, a college education is not a dream, it is an expectation. This program is a multi-year, interactive program with specific activities that are proven to prepare scholars for the demands of campus life and independent living.

Recommended Product
fi-7300NX

Solution Platform
• Microsoft O365
• Microsoft SharePoint Online
• Microsoft OneDrive
• Microsoft Azure
In 2012, Microsoft donated over $1M in software to enable automation of BHGH systems. As part of the digital transformation Journey, in 2020, BHGH is again leveraging the Microsoft platform to automate their document management business challenges.

“There’s a real need to safeguard these documents and manage the document lifecycle. BHGH’s Program is based upon Holistic support of our Scholars. Having the right documents available over the Scholars journey with our programs is critical. We thought, ‘Why don’t we digitize these documents, so right people have the right data at the right time, in a secure and paperless method.”

**SOLUTION**

BHGH wanted to start with their legacy documents. As part of their Network Headquarters physical relocation project, BHGH wanted to digitize their back files. In business for over 40 years, the amount of paper-based information was enormous.

BHGH found a willing partner in Fujitsu, which supplied Cloud-ready document scanners to help the non-profit launch its Digital Documents initiative, with the goal to scan, index and store supporting documents in multiple locations based upon document type including the Microsoft O365 SharePoint platform. Microsoft O365 SharePoint Online offers a secure online location to scan, manage and store copies of the important documents and business artifacts.

The Digital Documents project launched in early 2020 with a pilot project at the St. Louis, Missouri, office. Additional Projects are planned for the 14 Residential Programs across the United States.

As part of the initiative, BHGH staff and volunteers will be utilizing the Fujitsu fi-7300NX scanners on mobile carts, without computers, to scan documents to Microsoft O365 SharePoint Online. The Fujitsu fi-7300NX can be deployed without a computer, connected directly to Fujitsu’s NX Manager Server hosted on premise or in Microsoft Azure. This significantly reduces the burden on IT to maintain and secure computers dedicated solely to scan stations.

BHGH can scan once and the Fujitsu NX Manager can send digital images of each document up to 3 unique locations and as multiple file types (such as PDF files and JPEG images). Documents can start workflows using Microsoft UiFlow or securely stored in SharePoint Online or OneDrive. Document access

**BHGH benefit snapshot**

- Simple process allows staff to quickly, easily digitize important documents and photos
- Digital solution promises to help organizations streamline assistance activities
- Fujitsu scanners provide compactness, reliability, and ease of use to handle scanning needs

“When users are done scanning, a common reaction is, ‘That’s it?’ **They are simple to use, and they just work.”**
can also be made available using Microsoft Teams.

As security is always top priority, the Fujitsu fi-7300NX Scanners don’t store any of the scanned images. The solution does not require a scanning station (PC or desktop) as the documents are scanned directly to the NX Manager Server, to be hosted in Microsoft Azure.

**BENEFITS**

The BHGH Digital Document effort is a seemingly simple solution that was quickly delivering benefits to Scholars and the support teams.

Non-profit organizations are not exempt from business automation. As the managers of donors’ contributions, they need to make they realize good return on their investment of time and talent. Social service agencies can realize benefits of digitizing documents because it streamlines access to and centralizes the location of documents that are vital to our mission.

The reliability and usability of the Fujitsu scanners paired with the Microsoft Cloud are providing BHGH and other organizations with endless ways to streamline their operations.

“We have had desktop scanners and multi-function devices for years; however, the Fujitsu fi-7300NX Scanner Platform when paired with the Microsoft Cloud platform changed the business value proposition of doing a back-scan project. The Fujitsu scanners have a small footprint, they’re incredibly reliable, they can duplex scan (front and back) scan small items like business cards, thick items like drivers licenses and they are really easy to use, especially when deployed in a PC-less, cloud enabled mode. We are setting up multiple profiles to simplify training for the people using them. When users are done scanning, a common reaction is, “That’s it?” They are simple to use, and they just work.”

“As we roll out the initial back scan project, we are uncovering other business processes that can be automated by the Fujitsu-Microsoft platforms. As a highly distributed organization, operating across 16 different cities, with over 30 unique locations, communications and collaboration are key enablers of our success.”