

## Case Study:

### Public City Offices Utilize Fujitsu Scanners and Document Imaging Solutions to Manage Records and Save on Storage Costs

Many towns rely on their city's public offices to keep everything running smoothly. These offices also house all of the city's public records which include everything from municipal documents and birth certificates to invoices and building permits. However, due to the overwhelming amount of paperwork that comes in and out of these offices each day, many experience frustrations with storage, filing and retrieval.





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### BUSINESS NEEDS

In the case of Dunedin, corridors, conference rooms, and offices were overflowing with paper documents, creating potential fire hazards - and stifling the efficiency of the 300 plus employees that maintained the daily records. Furthermore, additional expenditures resulted from the need to rent out storage spaces that were continually increasing in number.

### SOLUTION

Ultimately, James Guerin, Information Services Director for The City of Dunedin, decided that the city needed a comprehensive document imaging solution that was reliable, easy to use, and fully capable of centralizing the content traveling in and out of the city offices. After meeting with multiple software and hardware vendors, Guerin chose intuitive software along with robust and easy-to-use scanners from Fujitsu. What made Fujitsu stand out in the crowd of vendors was its ability to offer an intelligent solution that was equipped with all the functionality required to digitize and archive each document quickly and accurately.

The Fujitsu scanners feature ultrasonic double-feed detection to ensure each user that all information is captured on each document clearly and correctly. They can also scan two sides of a document in one pass and automatically deskew and delete blank pages.

"As record keepers, the city clerk's office alone averages about 500 - 1,000 scans per week," said Guerin. "They need to get information in and out of the system as the citizens request it. Collectively, the Fujitsu scanners immediately improved the city's employee efficiency rates and sped up document retrieval time."

### BENEFITS

In no time, the city had the scanners and software up and running with minimal employee training. Guerin's team of volunteers and city clerk staff set up shop, grabbing boxes of paper and forming an assembly line as they ran handfuls through the Fujitsu scanners.

### Recommended Product:

Fujitsu Workgroup Scanners



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Upon scanning, these documents were flawlessly and instantly digitized and filed on computers in one centralized location using a content management software. After a year and a half, all the paper was cleared from the rooms that were previously acting as storage spaces for these documents. The hallways were no longer hazardous and the rooms were made available to employees as additional office spaces.

"Once the Fujitsu and comprehensive content management solution was fully deployed, we knew we had chosen the best equipment for our setup," said Guerin. "I have such a small staff and operation that I can't really worry about hardware maintenance. We digitize thousands of documents each day and require a setup that can handle the load. The durability and quality of the Fujitsu scanners is phenomenal. We have never needed any service calls or experienced any outages and they work seamlessly with the software."

Once the archives were clear, the city also no longer had to pay monthly storage costs that originally went to rental spaces. Furthermore, Guerin says they now have the time and resources to focus on the city's green initiatives. By enabling employees to send electronic copies of documents to a centralized location, they were moving toward a paper-free environment and significantly cutting back on paper waste. Eventually, they'd like to expand the document imaging system to the city's recreation department in order to scan filing cabinets full of medical liability waivers as well as the city's water department for utility records.

### ***Gillespie & McMahon benefit snapshot:***

- ***Nearly instant feedback on tax returns following while-you-wait scans of tax documents***
- ***Extremely reliable scanner performance***
- ***Helps to transform information-intensive business by making it possible to use less-expensive clerical help for managing large volumes of vital documents***



**Fujitsu Computer Products of America, Inc.**  
1250 East Arques Avenue, Sunnyvale CA 94085  
888.425.8228 US Sales  
fcpsales@us.fujitsu.com | www.fcpa.com