



## Case Study

# Using the Kodak i5600 scanner to capture all incoming mail across five regional offices, has enabled CAF, the organisation responsible for the administration and payment of family benefits in Haute-Garonne, to process benefit recipients' applications faster.

The ability to scan and process 30,000 documents per day has improved the customer experience and increased customer satisfaction.

### Challenge

The volume of incoming mail that needed to be processed daily by the CAF's centralised document management division was increasing exponentially.

In addition, the department was under strict time constraints as all documents have to be scanned before 5.30pm on the day they are received.

### Solution

CAF in Haute-Garonne selected the robust **Kodak i5600** production scanner, which can process multiple document formats, fast and efficiently.

### Result

Some 30,000 incoming letters and administrative documents are processed every day. The superior scanning capability has enabled the French regional administration to centralise its document management processing function whilst adhering to targets to scan documents at the point of entry.

CAF, the organisation responsible for the administration and payment of family benefits in Haute-Garonne has improved how it manages incoming mail, electing to scan all documents.

The organisation is utilising a i5600 production scanner to enable it to reduce the time it takes to process mail and other administrative documents, such as financial disclosure statements and residence permits.

Having made the decision to centrally scan all incoming mail, the Toulouse office has enhanced electronic document management for five regional Family Benefits Offices (Haute-Garonne, Ariège, Tarn, Lot and Gers).

With almost 6.5 million captured documents in 2014, the GED -Editique, the CAF department responsible for the centralised scanning of incoming mail is faced with steadily increasing volumes of documents that need to be processed daily.

In order to respond to this challenge and to the requirement to replace its legacy, ageing equipment, the organisation had to purchase robust and highly efficient scanners, capable of processing documents in multiple formats in a very short period of time. Following a comparative study, installing the **Kodak i5600** scanner, one of the fastest on the market, has enabled the public body to boost its operational efficacy in digitising documents.

'The timeframe for processing mail is extremely tight, we have to scan all incoming documents by 5.30pm on the day they are received. We therefore wanted to purchase a reliable, robust scanner that was also the fastest...'

**Speed, versatility and increased performance have improved organisational efficiency and increased benefit recipients' satisfaction levels.**

"The timeframe for processing mail is extremely tight, we have to scan all incoming documents by 5.30pm on the day they are received. We therefore wanted to purchase a reliable, robust scanner that was also the fastest," said Sandrine Fuster, who manages PGDES GED - Editique Department of the Family Benefits Office of Haute-Garonne. "The ability to scan 170 pages per minute was an essential selection criterion for our choice."

In addition, the **Kodak 5600** scanner had to be able to scan different types of document formats including standard double-sided A4 forms filled in and sent by benefit recipients, letters, various administrative supporting documents such as birth certificates, residence permits, rent receipts and family status declarations; all of which can now be processed fast and efficiently.

Once received by the GED - Editique Department, all of the mail received daily by the five regional Family Benefits Offices of the Midi Pyrénées region is now being scanned by the **Kodak i5600** scanner. Currently, almost 30,000 mail pieces and administrative documents are processed every day, these are then archived in a virtual storage space.

Individual codes are allocated to each document, following which they are transferred to the NIMS institutional application, where they are classified in files corresponding to the different departments in charge of processing benefits recipients' applications. The remaining Family Benefits Offices of the Midi-Pyrénées regions are set to benefit from this optimised scanning service between October 2015 and end of 2017.

#### Document Optimisation

The Family Benefits Office of Haute-Garonne already had several **Kodak i660** and **i780** scanners, which removed the required to train the team to use the latest models. The operator in charge of scanning documents with the **i5600** scanner can easily manage throughput via a tactile screen that displays the status of the work in progress and reviews operations performed. Tasks are simplified, which considerably improves accuracy and reduces the time required to process the documents and as it's designed for less human interaction from feeding, through output stacking, the **i5600** scanner increases productivity.

Superior image processing functionalities deliver greater image accuracy and quality on every scan. **Kodak Alaris Perfect Page** technology, featured on all models, optimises image quality for data extraction, automatically corrects document orientation, creates clean crisp images, and intelligently handles image processing tasks, delivering extended functionality to many applications.

"The fast scanning speed enables us to optimise digitising documents for several Family Benefits Offices and work to our scanning objectives from the moment of receipt. This is a priority for the Family Benefits Office, which attaches great importance to ensuring high customer satisfaction levels and responding quickly to benefit recipients' queries," said Sandrine, adding: "We are also extremely happy with the aftersales service from **Kodak Alaris**, who conduct a preventive maintenance visit every three months and promise to be onsite within eight hours following a service callout."



Aline Saponara, Sales Manager for **Kodak Alaris** Information Management division in France said: "The **Kodak i5600** scanner was specifically designed to support government enterprises and entities that need to process large volumes of documents, containing all sorts of information, on a daily basis. Its robust design and technological benefits are ideal for heavy duty use and provide customers with a fast return on investment."



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