

## Case Study

# ARC Document Solutions brings clarity to its vision of being a world leader in its industry with scanners from Kodak Alaris

Archiving and Information Management Services division gains the speed, image accuracy, and reliability needed to deliver truly exceptional service

### Situation

ARC is the leader in its area of expertise but knew that it could provide its teams with better scanning solutions and deliver even better results for its clients.

### Objective

Implement a scanning solution that provides greater output, enhanced image clarity, and better reliability.

### Solution

A rapidly growing fleet of **Kodak** i4000 and i5000 Series Scanners utilized nationwide.

### Results

ARC scanning centers and clients using scanners and software provided by ARC are enjoying significant increases in productivity from the faster speeds and minimized downtime of their scanners from Kodak Alaris.

ARC Document Solutions is a leading provider of document management solutions for the construction industry, the office setting, and the project or corporate archive. Currently with 2,500 employees, 175 locations in more than 40 of the top 50 metropolitan areas in the U.S., and multiple international sites, the company is experiencing tremendous growth in its archiving and information management (AIM) division.

ARC's AIM solutions serve all types of businesses, with an emphasis on the non-residential segments of the architecture, engineering, and construction industries. Working with design and construction professionals, as well as the owners and operators of the facilities they build, the AIM team has special expertise in large format documents. Not only are they able to capture clear, crisp scans of blueprints and schematics, they use proprietary software and intelligent OCR (optical character recognition) to extract valuable data from the documents.

Converting this intellectual property to digital form and making it easily available to a company's employees increases productivity, improves efficiency, and eliminates the risk of the information being lost or destroyed. It also helps companies meet increasing legal obligations regarding the retention of certain types of data.

“That the scanner can generate enough contrast to read these faded originals and pull information from them is truly impressive.”

Vince Pingel, General Manager, AIM Operations for ARC

### No stranger to scanners

Vince Pingel is the General Manager of AIM Operations for ARC. From his office in Kansas City, he has operational responsibility for all of the U.S. and Canada. Having previously founded and managed a successful document scanning service bureau, he is very familiar with the Kodak Alaris scanner line. In fact, he has more than 30 years of experience in the business and has worked with products from all the major manufacturers.

“I’ve always had tremendous respect for scanners from Kodak Alaris,” he says. “Their quality and reliability has been outstanding for as long as I’ve worked with them.”

When Pingel joined ARC, the company did not have **Kodak i4000** and **i5000** Series Scanners as part of its fleet. Ken Gini, a Senior Vice President of Corporate Administration and Operations at ARC was involved in discussions with John Gerry from Image Access, a Kodak Alaris Authorized Reseller, about possibly adding scanners from Kodak Alaris to their operations. Knowing that Pingel had an extensive background in scanning technology, Gini brought him into the conversation.

### Putting technology to the test

Having used **i4000** and **i5000** Series Scanners before, and with Gerry’s confident reassurance that the portfolio

of scanners offered by Kodak Alaris could provide increased output, better image quality, and greater reliability, Pingel agreed to a test. “I sent Vince an **i4600** Scanner evaluation unit for testing in the ARC office in Kansas City,” says Gerry. “After putting the scanner through a thorough series of production and image quality tests, Vince agreed – the **Kodak i4600** Scanner had produced superior results.”

One of the assessments Pingel has used for years involves running a series of what he says are “extremely faded, almost illegible” documents, including thermo-type receipts, through a scanner to see if it can accurately extract data from them. “The results from a Kodak Alaris scanner are amazing,” he says.

The latest driver software in the **i4000** and **i5000** Series Scanners that ARC uses gives operators full control over the scanners’ front and back cameras, allowing for very fine adjustments that help the devices capture even the smallest details.

“As a pioneer in unlocking the valuable data contained in large format drawings, small format specifications, manuals and other construction and facilities documents, we are the go-to experts in our domain. It’s critical that we continue to push the boundaries of productivity and accuracy,” says Pingel. “Our clients expect that of us, and we are constantly evaluating new products and services to ensure we don’t let them down.”

### Exceeding expectations

As ARC continues to grow its national footprint, going above and beyond for its customers is the company’s number one priority. “Our new **Kodak i4000** and **i5000** Series Scanners help us continue to exceed customer expectations in terms of output and image quality commitments, and also in terms of the accuracy of the process,” says Pingel. “Ultimately, our clients are looking for us to produce actionable data from their documents. We need to be sure that every original in a stack is scanned properly, that fragile originals are protected, that data is extracted accurately, and that all the images captured are accounted for. Kodak Alaris has been instrumental in helping us to provide the quality of service our customers insist upon.”

### Scanning the horizon

With ARC’s plans to significantly expand its AIM services, both Vince Pingel and John Gerry expect their relationship to continue to grow. “Vince Pingel and ARC understand what a true production scanner with top notch service can help them achieve,” says Gerry. “I’ll do everything I can to meet their needs.”

“The quality and reliability of the scanners from Kodak Alaris is remarkable,” says Pingel. “I’m extremely satisfied with them and look forward to continuing our partnership in the future.”

### Want to learn more?

Call: 1-800-944-6171

[www.kodakalaris.com/go/IM](http://www.kodakalaris.com/go/IM)

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Kodak Alaris is the proud recipient of the BLI 2016 Scanner Line of the Year award. Bestowed by the world’s leading independent tester of document imaging products, the award recognizes the strength of the entire product line, which is reflected in a number of BLI Pick Awards in recent years. In fact, Kodak Alaris holds the most Pick Award wins out of any scanner manufacturer tested by BLI.