Alaris

a Kodak Alaris business

Solution Brief

Document Capture Solutions for Government

Discover how digitizing reduces citizen frustration and overcomes challenges facing governments.

Top Opportunities for Government

Facing growing demand for digital services from citizens, government agencies are seeking ways to leverage emerging technologies to more effectively serve the public. Regulatory and budget pressures have created opportunities in the following areas:

- Data privacy and confidentiality
- Accountability
- Citizen Services
- Operations

Intelligent capture solutions simplify the digitization of paper documents and reduce inefficiencies to optimize technology budgets, improve citizen interactions, enhance compliance, and improve the security of information sharing.

The Sustainability Challenge

The government is the nation's largest consumer of energy resources and needs to identify ways to reduce usage[2]. A large portion of that is attributed to the time involved in document capture. Rescanning documents with poor quality, and manual entry of scanned documents with poor OCR results leads to added cost in staff time and energy spent.

81%

of citizens want government to offer more digital services.[1]

Additionally, in many agencies, staff are under pressure to reduce operational costs and increase efficiency despite reductions in budgets.

But scanning is only part of the total cost burden. The labor that goes into prep and post work is often far greater than the amount that goes into scanning. Before information can be captured, employees have to remove staples, insert header sheets, or sort documents by type or department. After scanning, they index documents, correct errors, or remove exception pieces, creating roadblocks to productivity, and a negative citizen experience.

The Foundation for Efficient, Modern Government

Scanning documents at the point of origin into automated work flows enables citizens and government employees to access digital information anywhere, anytime, and on any device, with no time lost to manual entry, incorrect data, or miscommunication.

With Alaris solutions, the accuracy of data can be improved as a result of superior paper feeding and image quality, reducing the need for document preparation and ensuring accurate data in records. Embedded Image Processing delivers crisp, high-quality images at full speed without depending on a super-powered PC.

Alaris Capture Pro Software intelligently identifies and segments data within documents for easier integration with end destinations. Automated sorting in high-end production scanners from Alaris reduces potential errors and time spent on manual, post-scan document handling. Alaris solutions utilize thin clients and web service APIs to enable advanced document capture into existing Record Administration Systems, web solutions, and back office software.

These advantages create opportunities to deliver services more efficiently to constituents, increasing satisfaction, and ensuring cost and energy sustainability.

1. Accenture, 2018   2. GAO Report to Congress, 2018

76% of government agencies are behind the private sector in digital transformation[3]

The Compliance Challenge

Governments are continually vigilant regarding existing and new legislation designed to ensure confidentiality of data and enhance compliance.

With reports of security incidents increasing 650% over the past five years[4], weakness in information security policies at agencies continues to put the confidentiality of secure documents at risk.

Legal and FOIA filings

Documents relating to legal cases or as part of Freedom of Information Act filings are of critical importance, as mistakes can lead to legal consequences.

Responding officials input requests, often on paper, assign case numbers, and route requests to the appropriate agencies and departments where approvals are needed. Documents themselves are securely stored in a centralized archive, retrievable for printing and redaction, if needed, after the requisite approvals have been obtained.

Error-prone processes and security liabilities are littered through the process between the handling, routing, batching, filing, and indexing, particularly when manual work is involved.

Secure, Accurate Data with Less Handling

Scanners from Alaris process scanned data exclusively through volatile memory ensuring the image data is effectively erased upon shut down. They support industry standard security protocols HTTPS, WPA and TLS, ensuring customer privacy and regulatory compliance.

Image Processing on the scanner means no residual image is left on scanner or PC ensuring maximum confidentiality.

The accuracy of data is improved through industry-leading OCR read rates, minimizing manual intervention through the chain of custody.

Agencies Improve Operational Performance and Citizen Satisfaction

- Alaris' superior paper handling capabilities ensures that even the most challenging documents are reliably scanned. Active Feed Technology, Controlled Stacking and Document Protection ensure that documents are scanned without manual presorting etc.

- Alaris' Perfect Page technology provides superior image quality that provides maximum OCR results.

- Alaris Capture Pro Software can be customized to fit every agency's needs.

- Centralized job setup options and easy setup sheets reduce IT deployment and administration costs.

Scanners from Alaris have been certified for use on government networks across the U.S. and federal locations around the world.

Intelligent Document Protection listens for problems and alerts before they become misfeeds and potentially damaging the original document, whose preservation and retention is, often, important.

Documents can be directly routed to the correct destinations, without the intermediary of a server of PC, additional potential security points of failure, for faster turnaround and more satisfied citizens.

Centralized job setup (Capture Pro Network Edition) enables easier administration and ensures consistency in agency operations.

Why Choose Alaris Solutions?

When government agencies capture data at the source and distribute it securely and efficiently, they've taken the first step on an intelligent path to digital transformation by redefining their flow of information. Data chaos can be ended, complexity reduced, costs reduced, and processes automated to make citizens smile more often.

Alaris, a Kodak Alaris company, has proven success in capture solutions that improve functions throughout government agencies, ranging from scanning forms with superior OCR results to professional services that guide digital transformation.

Other scanners use proprietary software in their integration, which cause challenges in technology upgrades. (i.e. - Windows 10) Scanners from Alaris have TWAIN interfaces, the future-proof industry standard.

Alaris has the largest technical break-fix team in the industry with a US-based call center and repair technicians, ISO-9001 certified on-site and replacement service plans available. We use original parts, only available in the US, to ensure the fidelity of your equipment and industry best first-time repair rates, a critical feature in making taxpayer funded agencies run optimally.

3. State of Digital Revolution in Government, AIIM   4. eia.gov

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