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DICOM SPIGRAPH

HELPS LEADING DOCUMENT PROCESSING COMPANY PREPARE FOR THE FUTURE

OBJECTIVE ⌄

To replace the apparatus necessary for scanning and storing of transaction and other documents. The solution chosen must:

- Provide excellent scan quality and be capable of processing large quantities at a high speed
- Not be prone to malfunctions and require little maintenance
- Guarantee safe storage of data on a system of in-house servers
- Allow implementation during the operating process

PROPOSED SOLUTION ⌄

A user-friendly system of scanners with a flat track, linked to a flexible system for the necessary alternate possibilities. The system consists of:

- Open track scanners
- Data base servers and application servers
- Support, training and services.

> " All these factors together ensure a total cost of ownership that made DICOM Spigraph Group's offer stand out above the rest for us."

Peter van Eeuwijk,
IT-Manager, Unisys Payment Services & Solutions

MOST IMPORTANT ADVANTAGES ⌄

The solution chosen has a number of important advantages for UPSS:

- High quality scans, so that subsequent document processing is faster and more accurate
- Very few malfunctions, so that service level agreements by UPSS can always be fulfilled
- Scanners can be set for various paper sizes. This makes them flexible in use and adaptable for the future.
- Very good performance with regard to environmental factors.

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Leading document processor prepared for the future

BUSINESS CONTEXT

In recent years internet banking has expanded tremendously. That does not mean, however, that the familiar payment forms and paper transfer forms will disappear in the short term. But due to the reduced volume; and in the interest of efficiency, virtually all Dutch and Belgian banks have outsourced processing of these transaction documents to UPSS (Unisys Payment Services & Solutions), which processes between 200,000 and 300,000 transfers daily, or about 60 million annually.

Processing those transfers begins with scanning the documents provided by the banks. After scanning, the analogue information from the transaction forms is converted into digital information and communication with the banks takes place. The transactions are validated and then processed in interbank traffic. Because the quality of the scans determines the speed and accuracy with which data can be processed further on in the process, UPSS sets the highest requirements for the scanning apparatus. UPSS works on the basis of service level agreements; all transactions must be returned within a specified time. Moreover, sensitive financial information is involved, and it is therefore of the greatest importance that the data can be stored safely on in-house servers.

SOLUTION

In mid-2012 it became clear that the end of the life cycle was in sight for the scanners used by UPSS. A project team under the guidance of IT manager Peter van Eeuwijk set out a plan in which a request for proposal was issued to a number of selected parties. The bids involved a number of different systems because there were also various possibilities based on the needs within UPSS.

Peter van Eeuwijk is clear about the final choice of DICOM Spigraph Group: "With regard to investment, DICOM Spigraph Group's offer was already attractive to us, but it was of decisive importance that DICOM Spigraph Group proposed using open track ibml scanners linked to a flexible arrangement with regard to the necessary alternate facilities. The advantage of this type of scanner is that the documents are sent over the scanner on a flat track. This is very different from conventional scanners, which all make use of a highly complicated paper path. The ibml scanner is therefore much less prone to malfunction than other scanners, and for us that is essential. An hour of downtime can mean that we fall behind schedule by thousands of documents, and we cannot afford that. An additional advantage is that all different paper sizes can be processed with these scanners. At this time that is not yet important, but it will probably be different in the future, because we also want to focus on processing other document streams. So with this choice we are a lot more flexible. Furthermore, these scanners demand little maintenance and are considerably quieter than the competition."

ADVANTAGES

Implementation of the new scanning system began with the installation of three ibml ImageTrac 5450 scanners. The very short installation time was noteworthy here. For the first machine it was a couple of days, because software adapted to UPSS requirements had to be installed also. The following machines were up and running in a few hours. In addition, various database servers and application servers were installed, and everything had to be integrated into the existing IT system. The DICOM Spigraph Group project team, led by a UPSS project manager, ensured a smooth transition from the old to the new system. Peter van Eeuwijk is also satisfied with the after-sales service: "Preventive maintenance runs right on schedule, and in the event of corrective maintenance, which by the way almost never occurs, they are onsite quickly. Background support, which primarily occurs in the event of new situations, is outstanding. During the selection procedure we already had a great deal of confidence in DICOM Spigraph Group. They have justified that confidence on all fronts."

ABOUT UNISYS PAYMENT SERVICES & SOLUTIONS
Unisys Payment Services & Solutions (UPSS) is part of Unisys, a global company in the field of information technology with over 23,000 employees and a turnover of more than 3 billion. UPSS supports its customers in the areas of system integration, IT infrastructures and server technology.

ABOUT ibml
ibml provides intelligent scanning and document capture solutions that drive business process improvements from the Point of Entry™. Combining hardware, software and services, ibml's comprehensive solutions automate the most demanding document applications in banking, financial services, healthcare, government services, outsourcing and more.

ABOUT DICOM SPIGRAPH
DICOM Spigraph Group is the leading provider of intelligent scanning, capture and document process solutions in EMEA. Our robust portfolio includes document scanners from the world's leading manufacturers, best-of-breed capture software and comprehensive services to automate document-driven business processes.